

SUSQUEHANNA WORKFORCE NETWORK, INC.

POSITION DESCRIPTION

Job Title: Operations Manager

Summary:

This position is responsible for ensuring compliance and management of SWN Workforce Innovation and Opportunity Act and other grant funded programs and service delivery for residents and job seekers in the Susquehanna Region. Provides monitoring and technical assistance to Workforce Center staff and contractors. Drafts, develops and disseminates policy updates and ensures compliance with Federal, State, Local, grant and program guidelines. The Operations Manager will also review and analyze existing policies, procedures and performance for efficiencies and effectiveness with the objective of meeting and exceeding high quality standards. This position reports to the Executive Director.

Essential Job Functions:

Management, Administration and Planning:

- Provides program/performance oversight and assistance to all Workforce Center programs.
- Identify best practices to enhance the development and sustainability of the Workforce Centers and grant funded programs through consistent communication and information exchanges.
- Assists with outreach activities.
- Serves as a staff resource to SWN committees and the Workforce Board.
- Supervises staff and evaluates staff performance.

Procurement, Contracting:

- Identify grant opportunities in alignment with SWN's mission and goals.
- Initiate and/or assist in the development of Request for Proposals as needed for service delivery.
- Assist in the development of the local MOU's, RSA's and other agreements.
- Assist in the writing of the local and regional Workforce Plans.
- Writes policies, plans, grants, letters of agreements and other correspondence.

Performance & Compliance:

- Provides technical assistance to SWN Coordinators.
- Maintains reports and applicable statistics regarding the effectiveness of grant funded programs, service delivery and Workforce Center operations.
- Ensures programs and projects are operating within budget.

- Conducts monitoring of the Workforce Centers, grant funded programs, projects and other initiatives to ensure compliance and continuous quality improvements.
- Conducts monitoring of all participants to protect the welfare, rights and privacy of program participants.
- Coordinates Federal, State and Local monitoring.

Staff Development:

- Oversees the coordination of staff scheduling, leave and performance evaluations.
- Identify professional development opportunities for staff.
- Performs other duties as assigned.

Knowledge, Skills, Abilities:

1. Knowledge of Federal, State and Local Workforce Development Programs.
2. Knowledge, skills, and abilities in human relations and strong interpersonal skills.
3. Knowledge, skills and abilities to communicate effectively orally and in writing within and outside the organization.
4. Advanced Skills and ability to organize plan and execute work with minimal supervision.
5. Advanced Ability to use computer and related software for word processing, presentations, databases and internet.
6. Knowledge of local economic environment and resource organizations.
7. Advanced Skills and ability to present information in workshops, briefings and presentations.

Required Qualifications: (Note: Any acceptable combination of education, training, and experience that provides the above knowledge, skills and abilities may be substituted.)

Training and/or Education:

Bachelor's degree in related field.

Experience:

Advanced eExperience related to Human Resources Administration, development and grant management, goal setting, customer service, public speaking, computer skills and non-profit administration preferred.

Licenses or Certificates:

None.

Work Environment:

Physical Demands:

Work is performed for the most part in an office setting, sitting at a desk or computer. Some walking, standing and regional business travel is required.

Unusual Demands:

The work involves frequent interruptions and occasional deadline pressure.

FLSA Status: Exempt

08/2022

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