

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

WORKFORCE DEVELOPMENT MANAGER

DEFINITION

Supervises and manages the operations in a Iowa Workforce Development one-stop office related to placement activities, Unemployment Insurance, Labor Exchange, Business Services, Food Assistance Employment & Training, Veterans, Service Management, Integration, Skilled Iowa, NCRC, Virtual Access technology; or supervises and manages the operations of the PROMISE JOBS program with multiple regions, a district or a territory; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of a subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments and administers personnel and related policies and procedures.

Implements and maintains comprehensive public relations activities within the communities of the IWD center so there is public awareness of the services IWD offers; promotes future opportunities of the workforce center and customers; provides information to employers, labor organizations, community and civic organizations, governmental units and all other interested parties; provides public speaking presentations.

Coordinates, interprets and disseminates information, state, federal and departmental rules and regulations, policies and procedures to educate and keep staff and partners and organizations apprised.

Networks with other employment and training service providers, business and local development groups and professional organizations.

Commits departmental resources to Iowa's prosperity by working to ensure the income security, productivity, safety and health of Iowans.

Develops, monitors and maintains multiple funding stream cost-allocated budgets.

COMPETENCIES REQUIRED

Knowledge of the organizational structure, functions, techniques and procedures involved in the operations of an IWD program.

Knowledge of the current social, economic and vocational problems related to IWD programs.

Knowledge of state and federal laws and regulations governing IWD activities and programs.

Knowledge of trends in technology as it applies to the day-to-day operations of the Center.

Knowledge of personal computers and software.

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, and related governmental programs.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to develop multiple funding stream, cost-allocated budgets.

Ability to present information to large groups.

Ability to demonstrate creativity, professional appearance, positive attitude, and be a team player.

Ability to generate change within the work environment and possess good organizational skills.

- Ability to adapt to a constantly changing environment with a proactive approach.
- Ability to deal effectively with persons representing wide backgrounds, interests and points of view.
- Ability to establish program objectives or performance goals and to assess progress toward their achievement.
- Ability to analyze organizational and operational problems and develop timely and economical solutions.
- Ability to express thoughts and ideas clearly and concisely, both orally and in writing.
- Ability to gather, coordinate, and analyze facts and make accurate judgements and recommendations.
- Ability to represent the program activity within and outside the organization and gain support for the IWD's programs goals and objectives.
- Ability to plan, organize, facilitate and effectively supervise the work of a subordinate staff.
- Ability to consider new ideas or divergent points of view.
- Ability to adjust to change, work pressures or difficult situations without undue stress.
- Ability to objectively evaluate facts, situations and circumstances.
- Displays high standards of ethical conduct. Refrains from dishonest behavior.
- Works and communicates with all clients and customers providing quality professional service.
- Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.
- Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.
- Fosters and facilitates cooperation, pride, trust and group identity and team spirit throughout the organization.
- Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and the equivalent of four years of full-time professional level experience in program administration, development, management or operations;

OR

an equivalent combination of education and experience substituting the equivalent of one year full-time required work experience for one year (thirty semester or equivalent hours) of the required undergraduate course work to a maximum substitution of four years;

OR

graduation from an accredited four-year college or university with a major emphasis in Business or Public Administration and three years of the qualifying experience;

OR

substitution of a Master's degree in Public or Business Administration for one year of the above experience;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of one year of full-time work as an Executive Officer 1 or two years of full-time work as a Workforce Advisor.

NOTE:

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective Date: 01/13 BR