



## **CENTERS MANAGER Position Guide**

**Reports to:** Operations Director

**Major Functions:** The Centers Manager serves to

- Work with the One Stop System Operator for the Shenandoah Valley Workforce Development Board to provide oversight to all center and affiliate site operations. Locations are as follows:
  - Virginia Career Works – Harrisonburg
  - Virginia Career Works – Winchester
  - Virginia Career Works – Fishersville
- Maintain relationships with Partners, both co-located and not co-located, and conduct outreach to promote center services.
- Serve as the Local Administrator of the Virginia Career Works My Journey Referral Portal, and serve in the capacity of the following portal-specific roles: Professional Access Manager, Community Catalog Manager, Referral Monitor, and Communications Champion.
- Under general direction of the OSSO, manage and direct the activities and operations of the Virginia Career Works – Shenandoah Valley Centers, including programs within the Workforce Innovation and Opportunity Act.
- Work alongside the Employer Network Director to promote center services to Businesses.
- Work alongside the Program Manager to promote center services to Title I Job Seekers.
- Collaborate and provide input for innovation to the SVWDB.

**Hiring Salary Range:** \$48,000 - \$58,000 (with additional reimbursement for required travel)

**Centers Manager Responsibilities:**

- Convene One Stop Management Team Meetings, Lunch and Learn activities, and Stand-Up Staff Meetings.
- Work with the OSSO in facilitating regional partner meetings.
- Participate on the Business Solutions Team.
- Recruit new partners and providers for the Virginia Career Works Shenandoah Valley centers.
- Compile center traffic information from center sign-in system, the Virginia My Journey portal, and other partner agencies.
- Serve as the liaison between the OSSO and the partners and other organizations as needed.



- Works with the SVWDB on other discretionary grants when available and required.
- Regional travel may be required in this position. Appropriate reimbursement will be provided, however applicants should have a reliable method of transportation to cover the service region assigned. There are 16 localities in the SVWDB service region and multiple Centers Managers.

**Other Responsibilities:**

- Works to accomplish other duties deemed necessary to fulfill the mission of the SVWDB.
- Participates in training seminars and other educational meetings as budget and time permit.
- The requirements of the position may include several before and after-hours' events.
- Day travel in the SVWDB service region may be required. Occasional overnight travel in and out the SVWDB service region may be required.

**Knowledge, Skills, and Abilities:**

- Knowledge of state and federal regulations relating to WIOA and Title I programming and experience with operations and services provided in the Virginia Career Works Centers.
- Personnel and partner management capabilities and experience.
- Ability to communicate effectively verbally and in writing with SVWDB staff, Board and committee members, and state and federal staff of regulatory agencies.
- Team communication and collaboration skills are a must for this position.
- Ability to contribute to workforce initiatives.
- Ability to meet deadlines through time management and organization skills.
- Skilled at self-management and self-motivation.
- Ability to reach conclusions through problem solving and decision making skills.
- Knowledge and proficiency in Microsoft Office products: Windows OS, Word, PowerPoint, Excel.
- Ability to read, interpret, and understand regulations, policies, and technical guidance and communicate information to others.
- Ability to travel to remote Point of Access locations, meetings, and outreach activities when necessary within designate region of service.

**Education and Experience:**

- Any combination of education and work experience equivalent to graduation from an accredited college or university with an Associate's degree in workforce development, human capital development, social work, human services, or other fields deemed appropriate.



- Experience working in the public workforce system with the Workforce Innovation and Opportunity Act (WIOA) preferred.
- Experience working with the VaWC system preferred (experience with current version strongly preferred).
- Bi-lingual capabilities strongly preferred.

**Working Relationships:**

- **Internal:** Interacts with all levels of staff and management on a daily basis to give and gather information, and to contribute to a working environment of open exchange, positive morale, and advancement of the SVWDB's mission and vision.
- **External:** Interacts with community partners across the entire service region to make connections and establish referral processes while including internal team members assigned to the appropriate area.

**Supervision Received:**

The Centers Manager works at the direction of the CEO working to implement the vision and strategic plan of the SVWDB, alongside the One Stop Systems Operator. This position is subject to review by and through observation of results achieved.

**Essential Functions: The following physical standards are considered essential functions of the job.**

- Driving. Continuously to get to and from work and to travel to VCW Centers, Point of Access locations and meetings. Reliable transportation is required.
- Sitting. Continuously to perform job functions.
- Bending. Occasionally to acquire supplies, move equipment, set up computers.
- Pushing/Pulling. Occasionally to move equipment and to set up meeting rooms.
- Twisting/Turning. Frequently to access supplies and equipment.
- Reaching. Frequently to access supplies and equipment.
- Written communication. Continuously correspond with staff, the Board, committees, service provider, partners, local, state, and federal government representatives and agencies.
- Verbal communication. Continuously to converse, present information, data, and reports.
- Hearing. Continuously to listen to information presented in venues ranging from phone calls to large seating auditoriums. Accommodations such as hearing devices and hearing loops may be utilized.
- Firm grasping. Frequently to perform job function and handle office equipment.
- Fine manipulating. Continuously to use office equipment, telephone, fax, computer, copier, and printer.



- Lifting. Frequently to transport materials, refreshments, files, handouts and equipment. Must be able to lift 25 pounds.
- Eyesight. Frequently. Sufficient to enable, with any needed assistive devices, the review of hard copy and computer records.

**Equal Opportunity Employer/Program**

**Auxiliary aids and services are available upon request to individuals with disabilities**

**TDD: VA Relay Center: 711 or 800.828.1120**

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