

MANAGER, ONE STOP CENTER

DISTINGUISHING FEATURES OF THE CLASS: This is a management and liaison position responsible for the efficient, day-to-day operation of a local “One-Stop” Workforce Development Center. The work involves planning, directing and reviewing the operation of the Center. Responsibilities include recruitment and retention of partners in the Center, outreach to businesses within the local labor market, maintaining service delivery strategies for a diverse customer base, implementing customer satisfaction measuring systems and performing business, financial and human resource management functions. Work is performed under the general supervision of the Employment and Training Director. Supervision may be exercised over maintenance and cleaning staff. Performs related duties as required.

TYPICAL WORK ACTIVITIES:

- Recruits and orients new partners at the Center;
- Determines and assigns facilities for partners at the Center;
- Assures efficient day-to-day operation of the Center;
- Directs and supervises necessary maintenance and cleaning of the Center;
- Maintains communication with, and cooperation of, partners and Center landlord;
- Prepares billing for Center partners;
- Conducts staff meetings;
- Orders and prepares payment of invoices for necessary supplies;
- Monitors and maintains various alarm systems;
- Conducts out reach efforts to various businesses within the local labor market;
- Makes recommendations concerning design and coordination of service delivery strategies;
- Implements customer satisfaction measuring systems and feedback mechanisms;
- Assures that partners' contractual obligations are being met;
- Assists in establishing and enforcing policies and procedures aligned with the Center's mission and vision;
- Assists in developing and implementing a comprehensive marketing strategy;
- Represents the Center in the general community at various meetings and events;
- Inventories and maintains common equipment owned by the Center;
- Prepares a variety of reports and documents to meet Federal, State and local requirements.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business math and English; good knowledge of principles and practices of office management, including a knowledge of personnel methods and procedures, organization, reporting and communication and supervisory principles and techniques; good knowledge of statistical techniques, particularly in relation to the collection and tabulation of raw data; good knowledge of local occupational conditions and trends; good knowledge of the educational and business environment of the community; ability to establish and maintain an effective working relationship with agency clients, private and public agencies and labor groups; ability to express oneself effectively, both orally and in writing; ability to understand oral and written directions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- Either (A)** Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and three years of business or educational experience, one year of which must have included supervisory or administrative duties.
- Or (B)** Graduation from a regionally accredited or New York State registered college or university with an associate's degree and five years of business or educational experience, one year of which must have included supervisory or administrative duties.
- Or (C)** An equivalent combination of training and experience defined by the limits of **(A)** and **(B)** above.