

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Workforce Development Supervisor</u>
Sch & Grade	<u>PAT-9</u>
Class Code	<u>BH85</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Human Services</u>

PRIMARY PURPOSE:

Supervises staff and program operations for a wide range of workforce development services offered through the MO Career Center – Ozark Region.

SUPERVISION:

Performs duties with considerable independence within established parameters and with general professional guidance and supervision provided by the Assistant Director of Workforce Development; supervises assigned program staff for at least one program area, which may include career counseling, employer engagement, youth services and case management services.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Formulates, develops, implements, supervises, and evaluates assigned program area activities to ensure effectiveness and compliance.
2. Supervises and directs the activities of a team of professional and support staff assigned to specific program area.
3. Completes performance evaluations, recommends and implements disciplinary action and handles staff hiring decisions. Maintains daily work records and time sheets for all supervised employees.
4. Participates in the Workforce Development Department's Leadership Team, consulting with co-workers on operational policy and procedures.
5. Develops, maintains and cultivates strategic partnerships with regional employers in the seven county region.
6. Develops internal plans, processes and procedures to achieve program and organizational goals.
7. Audits program files completed by assigned staff as required in program specifications.
8. Maintains knowledge of state and federal laws and regulations governing workforce development programs and activities.
9. Develops proposals, customizes training programs, and represents the agency in developing budgetary partnership activities.
10. Implements and adapts division programs, policies and procedures in conjunction with the needs of the community.
11. Oversees informational classes on goal setting, self-reliance, problem solving, and job-seeking skills.
12. Contacts employers to present workforce development programs or related services and negotiates training contracts including traveling to employer locations.
13. Maintains knowledge of current local employment conditions and business practices.
14. Participates in meetings of assigned boards and committees to provide information on the programs and services offered by the Missouri Career Center.
15. Performs special assignments and related duties at the request of the Director of Workforce Development.
16. Works with Finance Department to develop, manage, and monitor budget priorities and a program line item budget.

IMPORTANT FUNCTIONS:

1. Attends conferences, workshops, seminars and other training for professional development purposes.
2. Makes presentations on Missouri Career Center services to employers, community groups, and clients.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of training or experience providing the following knowledge, skills and abilities:

Knowledge

Thorough knowledge of employment conditions throughout the Ozarks Region including social, economic, and community issues impacting area businesses and employment opportunities; state and federal laws and regulations governing workforce development programs and activities. Knowledge of workforce and education systems with curriculum or program design. Working knowledge of the principles and practices of effective supervision management.

Abilities

Effectively train and supervise assigned personnel; plan, organize, implement and evaluate workforce development programs and services; interpret and apply state and federal regulations and department and division procedures; possesses strong attention to detail; effectively exercise discretion and utilize sound, independent judgment regarding matters of significance; establish and communicate clear goals and objectives; prepare and present clear and accurate reports, speeches, programs, etc.; make effective recommendations and decisions; speak effectively in front of groups; work effectively in a team environment; think critically and independently to resolve customer service issues; deal effectively and courteously with other employees, job seekers, employers and the general public; communicate effectively both verbally and in writing; accurately follow oral and written instructions; proficiently operate a computer and utilize appropriate software; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Guidance & Counseling, Sociology, Psychology, Business, Marketing, or Public Administration, Human Resources, or closely related degree plus at least three years experience working in a social service organization, or business to business sales, general business management operations, marketing and/or organizational development program design; at least one of those years must include experience directing and leading others. A Master's Degree in a related area may be substituted for one year of the required work experience.

Physical Requirements

Performs bending and reaching from ground level to overhead; lifts and carries supplies, equipment, printed materials, etc. up to 30 pounds; pushes and pulls up to 25 pounds. Ability to operate a computer keyboard and mouse.

Working Environment

Works indoors in a general office environment; may be exposed to extreme weather conditions when traveling to employer locations and training institutions.

Licensing/Certification

None required. Certification as a Certified Workforce Development Professional (CWDP) or Missouri Workforce Development Professional (MWDP) is desirable.

Miscellaneous Requirements

If operating a motor vehicle for the purpose of completing job duties, must possess a valid Missouri Motor Vehicle Operator's License and provide own transportation as necessary. Some assignments are located outside of Springfield within established regional guidelines.

Last Revision: May 26, 2018

Comments: Updated Experience, Education and Training.

GENERAL ORDINANCE NO. 5824

Date: June 15, 2009

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____

Date: _____