

WORKFORCE SYSTEM COORDINATOR

FUNCTION OF THE JOB

Under direction, to be responsible for the overall operations of the workforce development system in southeast Wisconsin with the primary functions of planning, developing, and maintaining a cohesive delivery system for all partner agencies' center-based services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Advises workforce boards, agency leaders, and leader team on policy issues, strategic initiatives, funding sources, and American Job Center network development and modifications.
2. Establishes synergies with partner agencies through maintaining knowledge of programs and services and works with these agencies to improve coordinated services that benefit both employers and job seekers.
3. Works with workforce boards, agency leaders, the leader team, partner agencies, and other stakeholders, to develop and propose strategies to address the primary business objectives and goals of the workforce development system.
4. Facilitate partner meetings and events to carry out workforce board and leader team directives, build consensus, resolve problems, strengthen collaboration, and integrate services.
5. Facilitates the efforts of partner operations teams in the development and implementation of policies and procedures related to service locations connected to the American Job Center network in Racine, Walworth, Kenosha, Milwaukee, Waukesha, Ozaukee, and Washington counties.
6. Serves as a liaison among Workforce Development Boards, Department of Workforce Development, other State agencies, regional workforce stakeholders, and workforce development partners affiliated with the American Job Center network as specified in the Workforce Innovation and Opportunity Act.
7. Develops, manages, and implements the annual budgets connected to Workforce Innovation and Opportunity Act memorandum of understandings and One Stop Operator contracts, including use of funds, identification of funding sources, pursuit of grants, reports on program outcomes, budget, and fiscal issues affiliated with the American Job Center network.
8. Represent the American Job Center network in local, state, and national outreach and marketing opportunities, promoting its strengths and potential.
9. Analyzes customer feedback and works with partner agencies to improve the delivery of services and develops and implements improvement plans when needed.
10. Assists with service location office space leasing contracts/sub-contracts, manages facility services and information technology services, and responds promptly to security and building maintenance concerns.
11. Serves as the Equal Opportunity Officer for the Waukesha Ozaukee Washington Workforce Development Board carrying out all required activities affiliated with Workforce Innovation and Opportunity Act including, but not limited to: serving as liaison with the State Department of Workforce Development-Division of Employment and Training Equal Opportunity Office and Federal Civil Rights Center, serving as the complaint coordinator for the workforce area's certified American Job Centers, monitoring WIOA service providers for equal opportunity compliance, participation, and providing training on equal opportunity.
12. Coordinates the work of administrative and professional staff.
13. Perform other related duties as assigned.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of managerial, mediation and team-building principles and practices.
2. Thorough knowledge of leadership and effective communication principles and practices.
3. Thorough knowledge of federal and state laws, regulations, standards, and policies related to employment and training, DWD One-Stop Center standards, and other government-funded programs operated through Center agencies.
4. Comprehensive knowledge of policy analysis and problem solving principles and practices.
5. Considerable knowledge of public information and public relations principles and practices.
6. Considerable knowledge of financial and budgeting principles and practices.
7. Working knowledge of computerized department software, internet access, and database, spreadsheet, and word processing programs.
8. Ability to utilize word processing database, and spreadsheet programs.
9. Ability to plan, prioritize, and complete complex tasks.
10. Ability to make decisions and resolve conflict.
11. Ability to effectively communicate ideas in a verbal or written format.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Bachelor's degree from a recognized college or university with a degree in business administration, management, social work, human resources, or other related area.
2. Five (5) years of responsible, professional work experience in business administration, management, social work, or other related area performing administrative, programmatic, policy, or procedural research, analysis, and planning.
3. Master's degree from a recognized college or university in business administration, management, social work, human resources, or a closely related field may substitute for one year of work experience.