

Job Description

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| Job Title: | Chief Operating Officer |
| Department: | Executive |
| Reports To: | Chief Executive Officer |
| FLSA Status: | Exempt |
| Approval Date: | November 15, 2019 |
| Review/Revision Date: | November 15, 2019 |
| Salary Range: | \$107,871 - \$160,556 |
| Funding: | Grant |
| Duration: | Indefinite |

ORGANIZATION AND PURPOSE

Workforce Solutions Alamo is a nonprofit organization that serves as the leadership and governing body for the region's workforce development system. Workforce Solutions Alamo is responsible for over \$100 million dollar budget consisting in local, state, and federal funds. Our mission is Working to Strengthen the Alamo regional economy by growing and connecting talent pipelines to employers. We are guided by the core values of Integrity, Excellence, Innovation, Collaboration, and Accountability.

Workforce Solutions Alamo is governed by a 25-member Board of Directors that reflects the diverse constituencies of the regional community: business, economic development, education, labor, community organizations, and government. Our service area includes the counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, McMullen, and Wilson.

GENERAL DESCRIPTION

Performs highly advanced policy administration and managerial tasks; works closely with the CEO in formulating and administering the organization's strategic direction. Oversees and manages all aspects of the day-to-day operations. Reviews and analyzes programs, costs, operations, and forecast data to determine organizational progress toward stated goals and objectives. This includes contractor performance, finance workforce programs, business development, human resources, contract negotiation, identifying prospective revenue building partnerships and TWC performance targets. Serves as the Board's EO Officer.

A position utilizing this classification will be designated as security sensitive, according to

Vernon's Texas Codes Annotated, Labor Code, Section 301.042.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions of this position should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related responsibilities other than those stated in this job description. Typical duties include:

Agency Management

- Establishes, organizes, and directs an organizational structure, including systems and staff, to carry out the work of the agency. Provides guidance, leadership and coaching to develop a highly motivated and effective team.
- Ensures operational compliance with applicable federal, state, and local laws, rules, and policies in carrying out the work of the organization.
- Prepares information, reports, briefing materials, etc. for the CEO and Board members on performance issues. Represents the CEO in the community and in their absence.
- Establishes, maintains, and promotes positive relations with board members, elected officials, contractors, local, state, and federal officials, the business community, community organizations, local educational agencies, and the media.

Perform Equal Opportunity Officer Functions Include, but are not limited to, the following:

- Serves as the EO officer for the Board and Board's liaison with the state WIOA EO officer and DOL's Civil Rights Center".
- Monitors and reviews the Board's activities, and the activities of those entities that receive WIOA Title I funds from the Board, annually by December 31, to ensure the Board and its subrecipients do not violate nondiscrimination and EO obligations under WIOA Title I, §504 of the Rehabilitation Act of 1973, or their implementing regulations.
- Reviews the Board's written policies to ensure that the policies are nondiscriminatory.
- Develops and publishes the Board's procedures for processing discrimination complaints under §§38.72–38.73; makes available to the public, in appropriate languages and formats, the procedures for filing a complaint; ensures that the procedures are followed; and, as necessary, confers with the state WIOA EO officer on received complaints.
- Reports EO matters directly to the appropriate official—including, but not limited to, the Board executive director or state WIOA EO officer.
- Conducts outreach and education on equal opportunity and nondiscrimination requirements consistent with §38.40, which states that efforts should include, but are not limited to, advertising the recipient's

programs and/or activities as per TWC guidance, such as newspapers or radio programs, that specifically target various populations; sending notices about openings in the recipient’s programs and/or activities to schools or community service groups that serve various populations; and consulting with appropriate community service groups about ways in which the recipient may improve its outreach and service to various populations.

- Conducts outreach and education on how an individual may file a complaint consistent with §38.69.
- Attends training at the Board’s expense to maintain competency.
- Collaborates with the state WIOA EO officer when a complainant selects alternative dispute resolution as the method resolving a complaint.

GENERAL/ORGANIZATIONAL COMPETENCIES

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| Quality/Compliance: Achieving a standard of excellence with our work processes and outcomes, honoring WSA policies and all regulatory requirements. |
| Communication: Balancing listening and talking, speaking, and writing clearly and accurately, influencing others, keeping others informed. |
| Initiative: Taking ownership of our work, doing what is needed without being asked, following through. |
| Efficiency: Planning, managing time well, being on time, being cost conscious, thinking of better ways to do things. |
| Customer Focus: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or Workforce Solutions Alamo (WSA). |
| Collegiality/Collaboration: Being helpful, respectful, approachable and team oriented, cooperating with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results. |
| Integrity/Transparency: Upholds social, ethical, and organizational norms and values; firmly adheres to codes of conduct and ethical principles; behaves consistently, and is open, honest, and trustworthy; acts without consideration of personal gain. |
| Continuous Learning & Self Development: Being receptive to feedback, willing to learn, embracing continuous improvement, proactively investigating new perspectives, approaches, and behaviors. |

People Management (for those with direct reports): Setting clear expectations, reviewing progress, providing feedback and guidance, holding people accountable.

Problem Solving: Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommends solutions to achieve the desired organizational goal or outcomes.

Decision Quality: Makes sound decisions that consider objectives, risks, implications, and agency and governmental regulations.

GENERAL QUALIFICATIONS

To perform this job successfully, the individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The selected candidate will expect to attain the appropriate certification provided by the state of Texas on Statewide Procurement Division.

KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be possessing the following:

A. Inter-personal/Communication

1. Superior reading, writing, and speaking in English is required.
2. Ability to respond effectively to common inquiries or complaints from customers, regulatory agencies, or members of the community.
3. Ability to compose speeches, policies, procedures, grants, articles for publication that conforms to prescribed style and format.
4. Ability to effectively present information to top management, agencies, business, partners, public groups and /or board of directors.
5. Proven leadership skills and ability to work independently and as a team member.
6. Skill in using tact, discretion, initiative, independent judgment, and ability to maintain a high level of confidentiality.

B. Administrative

1. Proven abilities in project management, problem solving and critical thinking.
2. Ability to read, analyze, and interpret federal, state, and local rules and regulations, financial reports, and legal documents.
3. Ability to oversee and direct key projects, processes, and performance reports, data and analysis.
4. Ability to supervise assigned staff and hold staff accountable to the performance of their duties and compliance with agency policies.
5. Ability to oversee and coordinate assignments delegated by the CEO to ensure timely and competent completion.

EDUCATION and/or EXPERIENCE

Master's or bachelor's degree from an accredited college or university in Economics, Public Administration, Business, or a related field is required. A minimum of 12 years progressive management experience in workforce development programs at Board level, Administrative Entity, or state level, providing similar services.

OTHER QUALIFICATIONS

- Must be legally eligible to work in the United States.
- Will require occasional in-region and out-of-region travel; Must have proof of valid driver's license and current auto insurance; must provide own transportation when on company business.

PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See the Job Activity Requirements for the Essential Job Functions attached and description of the work environment.

Workforce Solutions Alamo is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. The position will close when filled.

Equal Opportunity Employer