

Job Description

Job Title:	Program Manager
Department:	Programs
Reports to:	Director of Programs
FLSA Status:	Exempt
Approval Date:	July 19, 2018
Review/Revision Date:	July 19, 2018
Salary Range:	\$59,004 - \$96,720
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

Under the direction of the Director of Programs, performs highly advanced and complex programmatic and technical oversight and direction over implementation and administration of the WIA funded programs, including Choices, TANF and NCP. Work involves coordinating the planning, development and implementation of formula-funded grants, workforce initiatives, and special grants and projects. Provides guidance, consultative direction, and technical assistance to program staff, subgrantees, service providers, contractors, and vendors. Works under minimal supervision but with substantial latitude for initiative and independent judgment. Coordinates overall oversight and administration of the grants, programs and projects and the coordination of staff assignments for and oversight of such grants, programs, and projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential Job Duties and Responsibilities, include, but not limited to:

Program Consultation

- Oversees staff that provides consultative and technical assistance services to agency contractors and service providers for workforce programs and operations.
- Makes presentations to Workforce Board committees and full Board of Directors.
- Provides guidance to staff in the development and integration of new methods and procedures.

Program Coordination

- Oversees the collection, organization, analysis, and preparation of materials in response to requests for program information and reports.
- Oversees and directs staff in the design, development and implementation of special projects and initiatives.
- Oversees and directs contractor meetings.
- Consults with other agency managers and agency contractors involved in the program to identify/resolve problems, identify training needs, and discuss program effectiveness.
- Identifies the need for and implements new programs.
- Determines trends and resolves operational problems.

Program Compliance

- Oversees the development of programs policies and procedures, manuals, standards, and plans in accordance with program objectives and goals.
- Oversees compliance with program policies and procedures, statutes, and rules and takes corrective action (s) as needed.

Program Evaluation

- Oversees the development and implementation of effective techniques for evaluating agency programs.
- Oversees the completion and monitoring of required performance reports and recommends appropriate changes and actions to improve contractor performance.
- Oversees studies and analyses of operations/problems and the preparation of reports of findings and recommendations.

SUPERVISORY RESPONSIBILITIES

The Program Manager will be responsible for the supervision of all staff assigned to that respective unit and monitor and evaluate their job performance in accordance with agency expectations.

GENERAL/ORGANIZATIONAL COMPETNCIES

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 collaborative, 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.

KNOWLEDGE, SKILLS, and ABILITIES

- Strong working knowledge of local, state, and federal laws, rules, regulations and policies and procedures applicable to Workforce Development programs.
- Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to develop and evaluate policies and procedures; to plan, implement, and coordinate agency programs; to prepare reports; to maintain a thorough understanding of performance measures; to communicate effectively; and to train, schedule, assign, and/or prioritize the work of the staff assigned.

EDUCATION and/or EXPERIENCE

Bachelor's degree from an accredited college or university required. Master's degree preferred. Minimum of (6) years of experience related to workforce development programs including one or more of the following: strategic planning, policy development and implementation, program evaluation and/or oversight, compliance and/or programmatic monitoring, contract management, oversight of subgrantees and/or service provider operations and policy implementation, administrative management, or supervisory capacity. An equivalent combination of experience, training, and/or education approved by the agency.

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.

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