

DIRECTOR, ONE STOP CAREER CENTER

DEFINITION:

Under general direction of the Vice President of Student Services, manage and direct the activities and operations of EASTBAY Works One-Stop Career Centers and Special Programs/Services including programs such as the Workforce Investment Act. Integrate services into centers in multiple locations. Coordinate assigned activities with other divisions, outside agencies and the general public, and provide highly responsible and complex staff assistance to the management. May require evening, weekend, and off-campus assignments.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title. However, employee may be directed to perform other related duties.

- Manage and direct the organization, staffing, fiscal, and operational activities for EASTBAY Works One-Stop Career Centers through Ohlone College and EDD.
- Provide leadership with institutional planning and coordinate the development of strategic plans, program evaluation processes and program reviews.
- Direct, support and assist faculty, administrative and classified staff in clearly understanding their responsibilities and assignments, obtaining the tools/skills/resources needed, and in successfully meeting their goals/performance.
- Prepare staff assignments, oversee scheduling, complete performance evaluations, approve conference requests, and support staff development activities.
- Resolve discipline and grievance issues for non-students, and follow due process for college students. Inform appropriate college officials of incidents and cases.
- Develop and oversee the annual budget for programs including monthly billing, the finalization and submission of annual closeout documents and assistance with audits.
- Write grant proposals and establish cooperative linkages and partnerships within the community to foster the importance of integrating education and employment training systems.
- Serve as EASTBAY Works liaison with faculty, community agencies and other colleges and universities; develop and maintain strong community partnerships.
- Support Contract and Community Education programs through collaborative marketing, business outreach and the development of specialized training programs designed to upgrade the skills of the local workforce.
- Provide leadership in the development and implementation of goals, objectives, policies, and priorities for the One-Stop Career Center programs.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Collaborate with student service areas such as the Transfer Center, Counseling, Workability III, and the Tutoring Center on projects designed to expand outreach and recruitment, share resources and better serve the college students by providing more coordinated services.
- Work with academic divisions to develop innovative programs/courses to increase student enrollment and also meet the needs of the current labor market.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Workforce Development.
- Provide training for Smartware, EASTBAY Works intake, tracking and case management system. Maintain and administer components of the One-Stop Career Centers websites.
- Oversee staff who provide Career Education Services to students and/or program participants, including career counseling, job search workshops and assessment testing (i.e. Strong, Choices, SDS, TABE).

- Coordinate and implement special events including employer forums, on-site recruitment activities, job fairs, and dislocated worker rapid response activities.
- Perform additional duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

Knowledge of: Operational characteristics, services and activities of programs such as One Stop Career Centers, the Workforce Investment Act, higher education student services, programs and processes related to dislocated workers, disadvantaged, underrepresented and non-traditional students; college organizations and course study; community service agencies and resources; principles of budget preparation and management; modern office procedures, methods and computer equipment; principles and procedures of report preparation; principles of supervision, training and performance evaluation; pertinent Federal, state, and local laws, codes and regulations; grant writing experience.

Skills: PowerPoint, Publisher, Word, Excel, web page design and maintenance, able to operate multimedia equipment.

Ability to: Effectively supervise, plan, and coordinate the activities and operations of a comprehensive dislocated worker program and a disadvantaged, underrepresented and non-traditional student/client program; manage and coordinate the work of professional, technical and clerical personnel; select, supervise, train, and evaluate staff; interpret and explain District and EASTBAY Works policies and procedures; prepare clear and concise narrative and statistical reports; communicate clearly and concisely, both orally and in writing; adapt to changing procedural requirements; maintain confidentiality; establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Master's degree in counseling, rehabilitative counseling, clinical psychology, counseling psychology, guidance counseling, educational counseling, social work, or career development, or the equivalent; and two years experiences in or related to management, and evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

Approved: January 2014