



**WORKFORCE DEVELOPMENT BOARD**  
OF SOLANO COUNTY

## ***Manager, Job Seeker Services***

**\$64,895 - \$81,047**  
**Annual Salary**

Are you interested in making a difference in people's lives and in the community? Join the Workforce Development Board (WDB) of Solano County and help build economic stability and prosperity for Solano County residents through our workforce and training programs. The WDB is a 501(c)(3) administering federal workforce funding on behalf of the County of Solano, among other initiatives, and is seeking a manager to lead the job seeker programs under the Workforce Innovation and Opportunity Act (WIOA).

The WDB is looking for an individual that is forward-thinking, has a can-do spirit, can collaborate to creatively problem-solve complex social challenges, and has a passion for transforming lives. The WDB values driving impact, focusing on the customer, the importance of the team, knowledge, setting high expectations, and having fun; we are looking for an individual who will embrace these cultural values.

### **ESSENTIAL FUNCTIONS OF THE POSITION**

*For a full listing of functions, request an application*

- Responsible for the day-to-day operations of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth job seeker programming.
- Responsible for implementation of special job seeker projects as needed.
- Provide leadership, guidance, and accountability to staff and sub-recipients on client cases, case management flow, performance goals, grant compliance, and timeliness of customer service delivery.
- Manage and oversee the administrative process of the assigned program.
- Responsible for investigating and resolving client issues, handling client complaints, and resolving participant grievances.
- Coordinate activities with partner organizations and other WDB units, including representing the WDB at partner meetings as appropriate.
- Review and prepare reports and studies regarding the overall operation of the unit and grant outcomes.
- Responsible for the day-to-day supervision and assignments of all professional and technical staff assigned to the unit.

### **MINIMUM QUALIFICATIONS**

*Knowledge of*

- Comprehensive knowledge of the goals, objectives, rules and regulations related to the Workforce Innovation and Opportunity Act (WIOA);

- Comprehensive knowledge and experience applying performance management tools and techniques;
- Clear understanding and experience in applying effective supervision and training methods/principals;
- Knowledge and high level of proficiency in using Microsoft office suite;
- Knowledge and experience in excellent time management, performance management and leadership skills; and,
- Knowledge and experience in working with and communicating with all levels of employees.

Ability to

- Interpret and apply federal, state and local rules and regulations governing programs;
- Collect, review, edit and organize procedures to produce and maintain a consistent and concise written set of policies regarding unit operations;
- Review paperwork for accuracy and detail;
- Work independently and organize assignments to meet deadlines;
- Develop and present verbal as well as written presentations to clients, employers, stakeholders, staff, and Board Members.
- Develop, implement and train staff on customer service approaches and foster a customer-friendly environment; and
- Problem-solve and implement corrective action measures within a unit.

**EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Counseling, Sociology, Psychology, Human Services, Public Administration, Business Administration or related field with a minimum of five years full-time paid experience in the field of training and/or employment programs or a related position.

Substitutions: A Master's Degree in one of the above course work areas, with a minimum of two years of full-time paid experience in the field of training and/or employment programs or a related position; OR completion of 120 semester units of college-level course work from an accredited college or university, with a minimum of seven years of related full-time paid experience in the field of training and/or employment programs or a related position.

Position also requires a minimum of two years supervisory experience which cannot be waived.

Possession of a valid California Class C Driver's License, current automobile insurance and reliable private transportation, or be able to provide suitable transportation required.

**ADDITIONAL INFORMATION**

The WDB values its employees and provides a competitive benefits package. The organization supports a strong work/life balance with eleven (11) holidays, four (4) floating holidays, and progressive vacation accrual. The organization provides 100% employee paid benefits, as well as retirement options.

**TO APPLY**

Email [humanresources@solanowdb.org](mailto:humanresources@solanowdb.org) for your application package and full job description. The position will remain open until filled. Best consideration will be given to applicants who apply by May 21, 2019.

*The WDB is an EO/AA/ADA Employer. Auxiliary aides and services are available upon advanced request to individuals with disabilities. TDD Relay 1-800-735-2922.*