

# SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

The **SBWIB, Inc.** is an equal opportunity employer.

## **Career Services Center Manager**

America's Job Centers of California (AJCC) – Inglewood, CA

### **JOB ANNOUNCEMENT**

\$77,937.60 - \$110,843.20

#### **Summary**

The primary objective of the Career Services Center Manager is to provide strategic guidance to staff, including planning, directing and coordinating both the administrative and operational activities of the assigned AJCC Center in ways that promote the company's culture. The ideal candidate will be an excellent leader, will be able to develop and implement effective strategies and tactics to ensure that all programs deliver the desirable outcome to our organization, and will have experience in managing staff of different disciplines to produce efficient results according to the company's expectations.

*This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.*

#### **Salary & Benefits**

This is a full-time exempt position (40 hours/week), generally with a starting annual salary of \$77,937.60 - \$92,934.40, commensurate with experience. Our Company offers a comprehensive employee benefits package, which includes 75% health cost reimbursement (for employee only), sick and vacation time, holidays and a competitive 401k plan. Employer is eligible for student loan forgiveness (PSLF). All full-time employees are invited to participate in the company's health benefits package after completing the 60-90-day employment introductory period.

#### **Minimum Qualifications:**

Graduation from an accredited college or university with a Bachelor's Degree (preferably a Master's) in Management, Social Sciences, Business, Public Administration or a related field and at least four (5) years of experience working in a supervisory/management capacity in social service and/or job training and development programs; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the assigned job (experience may substitute education on a year-for-year basis). Extensive knowledge of case management is also preferred. Reliable transportation with valid California Driver's License and insurance are required. Must also be able to successfully pass background and reference clearances and follow all safety protocols enforced by the Company and as listed under the below *working conditions*.

#### **Required Skills**

- Must be able to learn and demonstrate awareness of program goals and objectives in addition to program compliance policies;
- Must have good verbal and written communication skills, outstanding people skills and be able to work collaboratively and positively with others of diverse backgrounds, opinions and needs;
- Must possess the ability to think quickly, critically, work well under pressure, have good problem solving skills; excellent organizational skills, an ability to multitask in an efficient and timely manner;
- Must be self-directed, self-motivated and comfortable with making decisions to adapt process and curriculum delivery based on conditions;
- Must be able to analyze complex plans, identify mistakes and inefficiencies and implement and communicate solutions when necessary.

**Essential Duties and Responsibilities:** Under the direction of the Operation Manager, the Career Services Center Manager will be responsible for, but not limited to, the following duties:

- Daily supervision and monitoring of the AJCC / One-Stop, as assigned, (including case management team whom provides direct service to program participants), job developers, resource room staff, and office support team;

- Provide operational support and guidance to staff, including assisting and overseeing staff who are instrumental in coordinating various employment-related projects and events in collaboration with other employment services departments and their team members;
- Develop and provide guidance and/or instruction of available employment related opportunities for participants;
- Implement and oversee job search processes, which may include providing knowledge and feedback on job search materials and skills as well as exposing participants to employer contacts, internships, on-the-job training, subsidized work experience and other short-term training opportunities, as available and applicable;
- Oversee and supervise the daily implementation plan to achieve monthly, quarterly and annual employment and retention goals for the WIOA (Adult, Dislocated Worker, & Youth) and TSE (Transitional Subsidized Employment) programs as well as other programs that may be assigned;
- Track participant activities, progress and results using client management, tracking systems and provide regular outcome and evaluation reports to Career Centers Manager or as requested;
- Assist in the coordination and facilitation of departmental meetings and event planning efforts;
- Conduct research on best practices in career development models and labor market trends to ensure curriculum and approaches to workforce development are cutting edge;
- Monitor funding and/ or expenses according to allotted budget when applicable;
- Assist in employee appraisals, promotions, compensation and termination based on the performance review;
- Conduct performance reviews and provide performance feedback to staff;
- Stay abreast of applicable compliance laws as well as assist in developing, modifying and maintaining accurate and clear documentation for center procedures and activities and communicating those procedures to center staff;
- Work in compliance with company policies and procedures and ensure team follows standard operating procedures for all operational functions;
- Conduct regular meetings with team to discuss potential issues, concerns, updates etc. and address complaints in a timely manner;
- Perform other duties of a similar nature as required.

### **Working Conditions**

Applying for this position connotes an understanding and acceptance of duty in light of potential exposure relating to COVID-19 as you will be required to interface with multiple team members. Performing duties of this position will require wearing protective equipment (e.g. mask, gloves, etc.), and following protective measures enforced by the Company, City, County, State and/or Federal Authorities as it relates to current states of emergencies (e.g., pandemics) or the functions of this position. **Note:** Measures may change based on level of safety concerns. Employee may also be required to spend the majority of the day walking, standing, sitting at a desk, with some lifting and bending. Must have excellent time management skills, must be able to work well under stress and meet deadlines. Must also be able to travel to other locations for trainings, conferences and/or meetings within or outside our local area and occasionally statewide in which such travel may last one (1) or more days - if/as necessary. Reliable transportation, a valid driver's license and proof of insurance is a must. **Must be able to provide official proof of vaccination or religious/exemption status from a verifiable clergy or doctor with contact information and signature included. Employees with approved exemptions may be required to provide COVID testing once a week or more, if/as necessary, and as enforced by the Company and its Contractors, the County and other applicable laws, regulations or orders.**

### **How to Apply**

Send a cover letter and résumé to [apply@sbwib.org](mailto:apply@sbwib.org) for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. **No phone calls please.**

*The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.*

*The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to [apply@sbwib.org](mailto:apply@sbwib.org).*