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Class Specifications
for the Class:

WORKFORCE DEVELOPMENT MANAGER

Class Distinguishers:

Managerial Responsibility: Manages workforce development operations and activities of the Oahu Branch; and develops plans and policies to ensure the efficient delivery of multiple program services and the attainment of administrative and operational objectives.

Complexity: Plans, organizes, directs, coordinates and supervises the provision of employment and training program services to individuals, employers and agencies on Oahu through the system's three local offices.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Principles and practices of management, supervision and administration; budget and legislative processes; State and federal laws, legal codes, rules and regulations pertaining to public employment services (e.g., labor, employment, veteran services, equal employment opportunity, occupational safety and health, etc.) and employment training programs; State and national and employment training programs; State and national labor market conditions, employment trends and industrial conditions; community resources, labor organizations, veteran groups, educational institutions, and other public entities at the local and national levels; State workforce development program goals, policies and procedures; departmental rules and regulations; research and report writing methods and techniques; and public relations.

Ability to: Manage workforce development operations and activities of the Oahu Branch through subordinate supervisors; develop operational and administrative plans and policies; write reports and memoranda; speak effectively before diverse audience groups meet, elicit the cooperation of, and establish and maintain effective working relationships with associates, committees, representatives of community groups and organizations, labor and business organizations and representatives of other governmental agencies; recognize problem areas and identify alternative solutions for administration decision making; and supervise and evaluate the work of others.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Plans, organizes, directs, controls and coordinates the workforce development activities of the Oahu Branch which includes all basic local office functions and special programs.

2. Participates in the development of program policies regarding such issues as participant eligibility, program requirements and program benefits.

3. Develops policies and procedures and maintains operating and management controls to ensure administrative and operational objectives are met. Establishes and maintains a system of oversight and monitoring of operational workload and activities to ensure performance objectives are met, expenditures are proper and consistent with established plans and applicable rules, policies, directives, and standards. Issues oral and written directives to clarify and modify plans and operating procedures as necessary.

4. Conducts or directs investigations on findings, survey results or studies to resolve complaints or discrepancies from established policies and procedures. Formulates and implements corrective actions and/or recommendations for improvement of programs or services.

5. Determines community employment and training needs by reviewing and analyzing operational reports and other data; evaluates operations and services and oversees the development of the annual plan of service for all programs.

6. Plans and administers budgets for programs, equipment and support services.

7. Prepares, reviews and submits reports concerning branch activities, expenses, budgets, program changes due to government statutes and ruling and other items affecting the delivery of program services.

8. Oversees the preparation of Federal and State grant proposals to implement new, or complement existing programs; acquires support from appropriate advisory groups and partner agencies; and seeks new funding sources within the community.

9. Coordinates delivery of employment and training services among other local service providers to minimize duplication and ensure that plan objectives are met; negotiates agreements or contracts with service providers for required activities and programs.

10. Consults with administrator, staff and others in government, business and private organizations to discuss issues, coordinate activities and resolve problems.

11. Acts as consultant to agency staff and other community programs regarding the interpretation of program-related federal, state, local and branch regulations and policies.

12. Participates in activities that promote workforce development programs and expand services; provides technical assistance in conducting conferences, seminars, workshops, job fairs, etc. Represents the department in relations with governmental and media institutions, including delivering speeches, writing articles, and drafting news releases and public service announcements.

13. Interprets policies, procedures and directives to ensure uniform application.

14. Provides general direction to subordinate supervisors and staff; provides for training and staff development; directs and evaluates their activities to assure satisfactory performance; reviews, investigates and resolves personnel problems; and approves/recommends approval of personnel actions. Meets with subordinate supervisors and staff individually and in groups to discuss and resolve problems.

15. Develops and oversees the implementation of operational plans to organize branch activities to achieve efficient, economical use of available personnel; establishes or adjusts staffing patterns to expedite the work flow; proposes reorganization of the branch due to changing programs or conditions.

16. Meets with officials of other agencies, private industry employers and others to discuss needs and anticipated changes in community workforce resources, requirements, economic conditions and program requirements. Serves as a member of various employment and training and economic development councils and advisory groups to the State and county governments and presents information for the division at meetings or conventions to promote services, exchange ideas and accomplish objectives.

17. Analyzes proposed legislation, regulations, or rule changes in order to determine how program services could be impacted.

18. Informs the division administrator on work progress and problems.

19. Prepares reports, correspondence and other written materials.

20. Serves as workforce officer for the Oahu county civil defense agency.

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This is an amendment to the specification for the class EMPLOYMENT SERVICE MANAGER; and a change in title to WORKFORCE DEVELOPMENT MANAGER, which was approved on October 1, 1983.

Effective Date: 10/1/02

DATE APPROVED: 12/12/03 /s/ Dawn M. Young
KATHLEEN N. A. WATANABE
Director of Human Resources Development