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JOB DESCRIPTION

WORKFORCE DEVELOPMENT DIRECTOR

General Definition of Work

The Workforce Development Director plans, implements, and directs workforce development activities, serving as chief executive officer of the High Country Workforce Development Board, carrying out its policies and administering day to day activities and programs in accordance with legal responsibilities and Board philosophies and values. The Workforce Development Director's role is to represent and advance the Workforce Development Board's position to Local Elected Officials, the media, the general public, business and civic leaders, and workforce development organizations, and to build consensus in the interest of developing a workforce to meet the needs of the area's economy. Responsibilities fall into the following major categories: policy and system building; member support; external relations; administration; compliance. Departmental supervision is exercised over assigned personnel. The Director and staff are employees of the High Country Council of Governments which has been selected by the Workforce Development Consortium to act as its administrator. The Director also reports to and takes policy guidance from the Workforce Development Board, the governance and policy-making body for the local Workforce Development Area.

Knowledge, Skills, and Abilities

Position requires the following skills: strong leadership skills; effective written and oral communication abilities, including the ability to speak comfortably before large audiences and to engage in open dialogue; ability to convey complex concepts accurately and succinctly to distinctly different audiences, (both orally and in writing); ability to build consensus among workforce system stakeholders; knowledge and skill regarding administration of an entity with responsibility to oversee multi-million dollar programs, grants, and administrative processes; strong commitment to improving employment and economic opportunities for all members of the community; thorough knowledge of federal and state workforce development and other pertinent legislation, regulations, policies, and procedures; thorough knowledge of the state's open meetings requirements; general knowledge of and ability to operate personal computers, associated software applications, hardware and peripheral equipment; thorough understanding of and ability to effectively use social media and other 21st century communication tools to advance the goals of the WDB; demonstrated support for diversity within department and among contracted organizations; understanding of and commitment to continuous quality improvement processes; ability to work and manage effectively in dynamic and rapidly changing environment; capable of multi-tasking in a complex organizational setting.

Education and Experience

Requires Baccalaureate degree with coursework in business administration, public administration, political science, or related field and extensive experience in planning and development, budget planning and oversight, leadership, and facilitation and negotiation. Requires at least five years of progressively responsible management experience, including experience working with boards, commissions, and other policy-making officials. Requires considerable supervisory experience. Preferred: management experience in directly-related field; certifications in workforce development or human resources strongly preferred. Equivalent combination of education and experience may be considered.

Demands of Position

Work requires visual acuity to perform extensive reading, conduct inspections, and regularly perform administrative and computer work; vocal communication is required for expressing or exchanging ideas by means of spoken word in both large and small groups; hearing is required to accurately perceive information at normal spoken word levels in both small and large settings; work requires preparing and analyzing written or computer data and observing general surroundings and activities. Work requires flexibility to adapt to frequently changing priorities in a demanding environment with inflexible /deadline requirements. Must be able to concentrate on tasks, manage a varied schedule, and effectively manage frequent interruptions of work.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Examples of Essential Functions *Responsibilities listed below are provided both directly and through delegation and oversight as appropriate and necessary to maintain smooth departmental operations.*

1. Serve as chief executive officer of the Workforce Development Board, providing training to new members; organizing Board development and strategic planning efforts; collaborating with the Chair to schedule Board meetings, develop agendas, and disseminate meeting materials; informing membership of relevant issues; maintaining Board membership in accordance with legislation and bylaws; assisting Board in fulfilling its legal and ethical obligations.
2. Staff appropriate Board committee(s), working closely with committee chair to schedule meetings, plan agenda and ensure assignments and expectations are carried out; coordinate other Board committee work with department staff to ensure staffing and implementation of Board and committee policies and recommendations.
3. Guide the Board in preparation of strategic plan and other community leadership publications; serve as official spokesperson for the Board; serve as Board liaison with local governments, organizations, businesses, and other entities with an interest in workforce development issues.
4. Maintain regular contact with High Country Workforce Development Consortium through Consortium meetings, written communications, and other methods including County Commission meetings to communicate Board roles, responsibilities, and activities, and relevant workforce legislation; coordinate with Consortium Chief Elected Official to schedule and plan meeting agendas, review annual plans and modifications, and approve Youth Council appointments; guide Consortium members in making timely and appropriate appointments to the Workforce Development Board.
5. Build community and organizational relationships. Lead efforts to implement innovative and effective initiatives and services through the Workforce Innovation and Opportunity Act and other funding sources Develop broad policy guidance to direct regional career, job training, and employment initiatives. Serve as lead for regional workforce initiatives. Lead other projects that enhance development of a consolidated regional system.
6. Make presentations to public and civic groups on matters of significance to the system; participate in community meetings and other public events that advance the Board's leadership role in workforce development and economic development issues; participate in state, regional, and national meetings, conferences, and training sessions designed to enhance professional knowledge and skills.
7. Review relevant data and literature to keep abreast of current trends and developments in the field of workforce development and communicate key findings to appropriate individuals and organizations; maintain knowledge of additional funding opportunities and be in a position to successfully implement with little or no prior preparation time.

8. Oversight of the production and distribution of public communications materials that identify the purpose, goals, and achievements of the Board and those that market the Workforce Innovation and Opportunity Act and NCWorks Career Centers and System, including newsletters, NCWorks publications, news releases, WDB strategic plans, State of the Workforce reports, Workforce Development annual reports, and other relevant public documents using website(s), various social media, press releases, and written publications.
9. Ensure development of Local Area workforce plans, policies and procedures, modifications, and budgets by department staff and in keeping with Board policy.
10. Determine equitable allocation of funds in consultation with Board and designated staff; assess and evaluate service delivery strategies and service provider outcomes; oversee performance measurements and standards as established by federal and state regulations and the Workforce Development Board.
11. Coordinate development of department budget; monitor expenditures of department funds; analyze data, operational, and management reports for the region; prepare, review, and submit reports concerning activities, budget, expenses, and other items affecting program services.
12. Oversee contract negotiations and agreements for funding and implementation of programs; develop professional services requests, review proposals, select contractors, prepare contracts; oversee implementation of contracts; ensure that obligations are met; that invoices are received, processed, and within parameters of contract budgets.
13. Guide staff in preparation of policies for the NCWorks Career Center System, the Workforce Innovation and Opportunity Act, and such other systems and legislation as may fall under the Department's purview; review progress of centers toward goals described in business plans and report progress and discrepancies to the Board; direct continuous improvement campaigns for NCWorks centers; advocate and lead effort to build regional one-stop career center system.
14. Direct and oversee department staff in assignment and conduct of their respective responsibilities to include hiring, training, coaching, evaluating, disciplining, and recommendation for change in status, including promotion, demotion, suspension, and termination.
15. Provide professional development opportunities to department staff to enhance and upgrade skills to meet current demands.
16. Update Council of Governments' Executive Board and COG Executive Director on relevant issues and legislation on behalf of Workforce Development Board.
17. Represent the Department, the Council of Governments, and the Workforce Development Board in a professional manner at all times; other agency responsibilities as assigned.