



HIGH COUNTRY

COUNCIL OF GOVERNMENTS

468 New Market Boulevard Boone North Carolina 28607

Job Title: Workforce Development Director

Type of Position: Full Time, Exempt

Revised: July 2022

General Statement of Duties:

The Workforce Development Director plans, manages, directs, supervises, and participates in direct administrative, technical, and professional work of the Workforce Development Department for the High Country Council of Governments (HCCOG) and consistent with the federal Workforce Innovation and Opportunity Act (WIOA).

Distinguishing Features of the Class:

An employee in this class plans and directs the seven county employment and training programs in accordance with laws and program guidelines. Employee is involved in full range of managerial duties including long and short-term program planning, budgeting, procurement, grants, establishing procedures and standards that govern the administration of the service delivery area programs. Work also includes working with Boards to set policy direction and priorities; coordinating and facilitating working relationships with various boards, governmental agencies, other service providers, business community, employers, community colleges, and other educational institutions. Work also involves supervising staff, developing vision and mission, communication, motivation, staff development, and related management activities. Determining program effectiveness and recommending changes to program administration are ongoing components. Work is performed in accordance with state and federal guidelines and organizational policies and procedures. Work is performed under the general supervision and guidance of the HCCOG Executive Director and reviewed by client and community acceptance, compliance with regulations, and program effectiveness. This position works closely with both the HCCOG Finance Officer and the HCCOG Department of Planning and Development.

Essential Job Duties:

- Leads and participates in the development of policy, vision, and mission and related program design of the seven county region for employment and training programs; works with boards, staff, and other related agencies in collaboratively planning and implementing service delivery; collects necessary data and client and partner input to conduct program evaluation and leads in program re-design to increase program effectiveness.
- Performs all personnel related functions including recruitment and selection, performance coaching and evaluation, training, staff development, motivation, communication and building shared vision.
- Leads efforts and participates in grant development and administration, budget development, procurement, and related fiscal monitoring and reporting; coordinates with HCCOG finance staff.
- Works with a wide variety of community and governmental agencies, educational institutions, employers, businesses, and other groups to identify comprehensively needs and strategies; markets programs; promotes community education and awareness related to training and employment issues.

- Leads in developing five year plans, policies and strategies; develops contracts; provides technical guidance.
- Participates and partner with commerce and provider agencies in rapid response activities for worker dislocations.
- Provides leadership for the development, chartering, and oversight of the NCWorks Career Centers in the region; acts as liaison to the Chambers of Commerce, Economic development Commissioners, local elected officials, etc.
- Manages the procurement processes for WIOA Services Contracts; supervises and reviews the monitoring process that assures contract performance and regulatory compliance.
- Provide professional development opportunities to department staff to enhance and upgrade skills to meet current demands.
- Regularly update HCCOG Executive Board and HCCOG Executive Director on relevant issues and legislation on behalf of Workforce Development Board.
- Represents the Workforce Development Department, the HCCOG, and the Workforce Development Board in a professional manner at all times; other agency responsibilities as assigned.
- Visits or communications with Workforce Development Board members across the 7 counties quarterly.
- Any additional duties at the direction of the HCCOG Executive Board.

Other Job Functions:

- Works with department staff to develop new and innovative programs that support the mission and focus areas of the department and of WIOA.
- Provides exemplary customer service to clients, HCCOG member governments, and HCCOG staff members.
- Responds to intra-organizational operational issues as needed.
- Performs related duties as assigned.

Knowledge, Skills, and Abilities:

- Thorough knowledge of law and policies governing WIOA related laws, programs and guidelines and administrative requirements, including the NCWorks Career Center System.
- Thorough knowledge of the principles, practices and regulations related to employment and training programs.
- Knowledge of the principles of program planning, design, and evaluation.
- Considerable knowledge of the physical, economic, and social characteristics of the High Country Workforce Development Service Area.
- Considerable knowledge of the application and use of information technology to programming, program evaluation, monitoring and reporting.
- Considerable knowledge of organizational policies and procedures related to personnel, budgeting, and purchasing.
- Skill in the use of meeting facilitation, negotiation, mediation, collaborative conflict resolution and problem-solving.
- Ability to effectively and efficiently supervise a program and staff including all related functions associated with personnel, program administration, budget monitoring, and evaluation.
- Ability to provide leadership in the development and communication of mission, vision, program goals, etc.; and create collaborative shared vision and efforts among varied related agencies in attainment of these goals.
- Ability to establish and maintain effective working relationships with agencies, local governments, private industry, general public, state agencies, and other Commission personnel.
- Ability to build and maintain cooperative and effective public relations with the community.

- Ability to establish and maintain effective data collection and records management systems and prepare technical reports and documents.

Physical Requirements:

Must be able to physically perform the basic operational skills of talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly, and lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

Special Requirements: Regular travel will be required within the seven county High Country region, occasional travel required outside of the seven county High Country region.

Education, Experience, and Training:

Graduation from an accredited university with a bachelor's or master's degree in public or business administration or related field and extensive experience working in employment programs, or the equivalent combination of education and experience. Ideal candidate will be adaptable, organized, able to multi-task, provide positive leadership to a small staff, have experience in managing workforce programs, and can quickly learn and navigate new computer software programs.

This job description does not create an employment contract, implied or otherwise. High Country Workforce Development Board is a department of High Country Council of Governments (HCCOG). HCCOG is an equal opportunity employer.