

**POSITION DESCRIPTION
ALLIANCE FOR STRATEGIC GROWTH**

POSITION: Associate Director of Operations
WORK SCHEDULE: 8:00 a.m. - 5:00 p.m., M-F
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: December 2009
DATE REVISED:

STATUS: Full-time
FLSA STATUS: Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Alliance for Strategic Growth provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Associate Director of Operations for the Alliance for Strategic Growth, responsible for the assisting the Director of Operations in overall planning, implementation, and management of integrated operations of Economic Growth Region 6 with a specialization in youth services development.

DUTIES:

Supervises assigned personnel, including, interviewing candidates, making hiring recommendations, orienting new subordinates, planning, delegating, and controlling work assignments, establishing work goals, training, developing, and motivating staff, evaluating employee performance, and maintaining discipline.

Maintains familiarity with Corporate, EIRWB, Regional Operator/Fiscal Agent and funding agency's overall philosophy, goals, objectives, applicable regulations, policies, and procedures in order to develop an understanding of job and how position duties relate to the each level and assure all activities are consistent with such and lead to their achievement.

Ensures compliance with federal, state, and local regulations, policies, plans, and procedures that govern how, what, and when work is to be completed. Examples of such documents include OMB Circulars, federal laws and regulations governing specific projects, services, state laws, policies, plans, procedures, communications, and directives, EIRWB's policies, memorandums, plans, and procedures, corporate policies, plans, and procedures, Workforce Investment Act, as well as any other laws and performance requirements governing work of mandatory system partners.

Assists in monitoring internal/external reports and monitoring activities of integrated system and sub-contracts as needed.

Assist in managing and improving WorkOne system operations through Leadership Team, including identifying and recommending policy and marketing needs, developing and updating

procedures manual, identifying quality control issues, determining system needs and solutions, approving staff training, sharing best practices between staff and centers.

Ensures that the WorkOne mission for all youth programs is adhered to and model standards are met through site visits, classroom observations, discussion with school administrators and others, advising, counseling, and directing Youth Career Advisors.

Enhances status and perception of program and resolves problems by developing and maintaining effective working relationships with school administrators and community leaders, and by serving as liaison between schools and Regional Operator.

Ensure that all assigned programs are in compliance with all Youth components and all contract expectations, including data, data validation and WIA expectations.

Assist in assuring that quality direct service is provided to clients by monitoring outcomes, observing and overseeing processes such as selection and testing, and obtaining feedback.

Advocates for the program and enhances its visibility by participating in public relations.

Ensures that all documentation and reporting requirements are met in a timely fashion by designated Youth Staff.

Plans and implements regional group meetings on a regular basis. These responsibilities as assigned may include, but not limited to the planning and implementation of Leadership Team meetings, Youth Team Meetings, Leadership Development Conference, Career Association Conference and Competition, Site Specialist Professional Development.

Reviews and evaluates relevancy of all JAG field trips.

Participates as an active member of the Regional Managers Team.

Ensures work is completed, documented and filed properly, providing clear audit trails. Reports any potential audit issues and/or financial inconsistencies to CEO.

Assist in analyzing workload and human resource needs of WorkOne.

Implements marketing strategies and responds to local/regional resource development opportunities, such as business and foundation grants for the JAG program.

Attends various meetings and/or conferences as needed.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Bachelor's degree in community or economic development, business or public administration and four (4) years experience in management position. Up to two years of post secondary education may be substituted with two years job related experience for each year of education.

Working knowledge of standard English grammar, spelling and punctuation, and ability to complete Department forms and prepare correspondence and written reports as required.

Working knowledge of standard office procedures and software, such as Microsoft Word, Excel, and PowerPoint, with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Knowledge of Workforce Investment Act, Trade Adjustment Act, government policies, contracts, grants, and programs of organization.

Ability to supervise assigned personnel, including, interviewing candidates, making hiring recommendations, orienting new subordinates, planning, delegating, and controlling work assignments, establishing work goals, training, developing, and motivating staff, evaluating employee performance, and maintaining discipline.

Ability to analyze workload and human resource needs of organization unit, review position documentation and salaries of assigned staff and recommend changes, recommend personnel actions, and communicate and administer personnel programs and procedures.

Ability to operate various office equipment, including Internet, computer, projector, copier, fax machine, postage meter, telephone, and calculator. Ability to maintain accurate files.

Ability to maintain knowledge of Corporate, Eastern Indiana Regional Workforce Board (EIRWB) funding agencies, and WorkOne System's philosophy, goals, objectives, applicable regulation, policies and procedures and Regional Operator/Fiscal Agent role.

Ability to provide public access to or maintain confidentially of department information and records according to state regulations.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to effectively communicate orally and in writing with co-workers, Board of Directors, management team, leadership team, Workforce Service Regions, Department of Workforce Development, Chamber of Commerce, local and regional Economic Development professionals, RWB members, community groups, sub-contractors, state staff liaisons, partner staff, service providers, non-profit agencies, vendors, suppliers, auditors, monitors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to competently serve the public with diplomacy and respect.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to plan and layout assigned work projects and plan and present public speaking presentations and special events.

Ability to fabricate, compare, compile, and observe data and take action based on data analysis.

Ability to count and perform arithmetic operations.

Ability to regularly work extended and/or evening hours, occasionally work weekends, and travel out of town for meetings and/or conferences, sometimes overnight.

Possession of valid driver's license and demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent performs a broad range of duties which involve consideration of many variables. Majority of duties are performed within clear and self-defined guidelines that are applied to specific tasks.

III. RESPONSIBILITY:

Incumbent is responsible for proper completion of assigned tasks where desired results are clearly indicated. Incumbent exercises independent judgment in a variety of situations and circumstances, using company policy for guidance. Unusual problems or situations are discussed with supervisor, and work product is periodically reviewed for soundness of judgment and attainment of objectives.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, Board of Directors, management team, leadership team, Workforce Service Regions, Department of Workforce Development, Chamber of Commerce, local and regional Economic Development professionals, RWB members, community groups, sub-contractors, state staff liaisons, partner staff, service providers, non-profit agencies, vendors, suppliers, auditors, monitors, and the public, for the purpose of exchanging information and ideas with others to form policies, programs, and/or solutions to problems.

Incumbent reports directly to Director of Operations.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting and walking at will, sitting for long periods, lifting/carrying less than 25 pounds, keyboarding, hearing sounds/communication, and speaking clearly. Incumbent regularly works extended and/or evening hours, occasionally works weekends, and travels out of town for meetings and/or conferences, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Associate Director of Operations describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name