**TITLE:** Workforce System Coordinator (One Stop Operator)

**IMMEDIATE SUPERVISOR:** Northeast Workforce Board Executive Director

**POSITIONS SUPERVISED:** None

**EMPLOYMENT STATUS:** Full time, salary exempt (Professional)

**GENERAL DESCRIPTION**

The employee will be responsible for operational familiarity with rules and regulations of the Workforce Innovation Opportunity Act (WIOA, The Opportunity Act) as well as other applicable Federal, State, and Local laws, guidance, policy, and procedure. The employee is responsible for reviewing program, fiscal and operational aspects of the WIOA Title I program and workforce system for compliance, best practices, and policy/procedural development. This position has functional supervisory responsibilities and reports to the Northeast Workforce Board Executive Director.

The role of the One Stop Operator is defined as: Functional management, compliance and oversight of Oklahoma Works centers and services; and Coordination of the delivery of Workforce services within the Oklahoma Works system throughout the local area.

The Workforce System Coordinator will act as a “functional leader”. As such, they will have the authority to organize and supervise Partner staff, in order to optimize and streamline service delivery efforts. Formal leadership, supervision, and performance responsibilities will remain with each staff member’s employer of record. The One-Stop Operator at a minimum will perform the duties listed in the section below.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

## **Compliance**

* 1. Ensure NEWDB policy and procedure is followed.
  2. Ensure compliance with WIOA, WIOA regulations, state and local policies, and the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act; Final Rule.
  3. Partner with NEWDB on building a resource allocation model based on work being performed at each Center and the capacity at each Center. This will include establishing a return-on-investment model to help guide the NEWDB in the placement of resources where they can be the most effective and efficient.
  4. Coordinate the provision of services to eliminate or minimize duplication.
  5. Ensure One Stop partners are utilizing the common intake, case management, referral process and client tracking systems appropriately.
  6. Strive to reach 100% of the state negotiated performance indicators. In the event local performance falls below the negotiated measures, the Operator will work with the NEWDB to implement a Corrective Action Plan.
  7. The Operator shall prepare and present ad hoc reports on performance and service delivery as requested by the NEWDB.
  8. Oversee implementation of the strategic objectives of the NEWDB.

In the event of a conflict between such laws and regulations and the terms of this agreement, precedence will be given to the laws and regulations.

## **Management**

* 1. Management of the day‐to‐day operations of the Oklahoma Works American Job Centers. Manage and coordinate Partner responsibilities, as defined in the MOU; manage hours of operation, coordinating daily work schedules and work flow based upon operational needs.
  2. Manage and ensure system-wide standards are established and maintained, identify issues that need to be addressed that have to do with service delivery, and resolve those issues. The Operator works with co-located as well as non-co-located partners to form a solution, but is empowered to make the final call when a decision cannot be reached or when timing to make a decision requires an immediate decision.
  3. Provide operational oversight for all Comprehensive and Satellite American Job Centers and establish an integrated service delivery system at each Center and ensure it supports all of the NEWDB’s policies related to oversight and implementation of the American Job Center delivery system.
  4. Coordinate Service Delivery among Core and Required Partners including physical and electronic sites.
  5. Coordinate Oklahoma Works system performance measures and deliverables established by the NEWDB.
  6. Provides reports to the NEWDB on: physical, programmatic and technology accessibility ensuring accommodations and accessibility for all.
  7. Utilize the customer database system currently in operation in the Oklahoma Works American Job Center which allows One- Stop staff to track and report on customer usage of the One Stop and services. Use the system to track and report on customer activities as requested by the NEWDB and administrative entity.
  8. The Operator is expected to ensure that the One Stop partners adhere to the MOU agreements and reporting procedures.
  9. Identify system issues, address with partner agencies and escalate to the NEWDB, if necessary. System issues may include but are not limited to personnel issues with staff in each of the functional units, regardless of employer.
  10. Ensure State requirements for Center Certification and Accessibility Standards are met and maintained.
  11. Ensure staff are properly trained as required in TEGL 16-16 and by their formal leadership organizations and provided technical assistance if needed.

## **Community/ Partner Relations**

* 1. Convene meetings to build relationship among the partners, and facilitate conversations to streamline processes and create better efficiencies and effectiveness.
  2. Implement quality and continuous improvement principles within the system.
  3. Responsible for capacity building within the system and staff.
  4. Promote Workforce programs and educate local community and faith-based organizations about the Workforce System.
  5. Cooperate and collaborate with system partners to ensure safe, attractive, and functional Centers.
  6. Oversee the determination of cost and resource Contract sharing, including equipment, among Partners and co-located organizations.

## **Business Services**

* 1. Develop, offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
  2. Address immediate and long-term skilled workforce needs of in demand industries and address critical skill gaps within and across industries.
  3. Oversee the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly.
  4. Direct center staff on the screening and recruiting of candidates for job openings for area employers.
  5. Respond to employers’ requests including providing interview space, job fairs, and other services offered by Oklahoma Works American Job Centers.
  6. Coordinate with the Rapid Response (RR) Coordinator to align system partners local RR services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters.
  7. Collaborate with system partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers’ needs to the Oklahoma Works American Job Centers staff.
  8. Incorporate an integrated and aligned business services strategy among one‐stop center partners to present a unified voice for the one‐stop center in its communications with employers.

## **Jobseeker Services**

* 1. Ensure job seeking customers are served through an integrated, seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes.
  2. Verify that all customers have access to Oklahoma Works American Job Center services.
  3. Research, identify, and report in writing to NEWDB any ADA compliance discrepancies for all customers at each Oklahoma Works American Job Center location.
  4. Outreach and Recruitment of customers.
  5. Collect, manage, aggregate and provide data to the NEWDB regarding customer and business client flow and service usage and all other matters important to the NEWDB at each of the Centers and will report to the NEWDB on no less than a quarterly basis.

**QUALIFICATIONS**

Bachelor’s Degree preferred with commensurate work experience considered. Five years related experience in daily operational support and demonstrated experience and working knowledge of the Workforce Innovation Opportunity Act program components and activities required. Must possess strong organizational skills, project management experience, communications skills and the ability to coordinate activities with other units for the purpose of achieving program objectives. Proficiency with computers and MS Office systems required.