

Workforce Development Compliance & Operations Manager

Mid-Carolina Regional Council is seeking a highly motivated professional to join our team as the Workforce Development Compliance & Operations Manager.

Reporting to the Executive Director/Workforce Development Director, the Compliance & Operations Manager performs management, administrative, technical, and administrative works as a leader of the Council's Workforce Development Program. Work includes management, administration, and program oversight for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Programs. The position supervises staff, coordinates on-site visits with key stakeholders, reviews data and reports related to various workforce development activities, tracks program performance, and ensures the monitoring of subrecipient activities and expenditures. The position also provides technical assistance to subrecipients and Council staff on program rules, regulations, and procedures.

The Compliance & Operations Manager must have considerable knowledge of WIOA and other workforce development initiatives. This leader must be able to effectively use independent judgement and take proactive initiative in the performance of duties. Specific knowledge, skills, and abilities required of the position include:

- Skills to effectively lead staff in the implementation of complex programs.
- Ability to maintain a productive work environment and perform well under pressure.
- Exceptional customer service and interpersonal skills.
- Demonstrate effective writing skills.
- Knowledge in budgeting and funds management.
- Demonstrate experience in continuous improvement models.
- Understand Workforce Innovation Opportunity Act performance measures.
- Knowledge of relevant federal, state and local laws and regulations relating to funded programs for employment and training.
- Ability to plan, coordinate, analyze and compile administrative and financial information, and to prepare related reports.
- Ability to communicate effectively in oral and written form.

Minimum qualifications for the position are:

- A bachelor's degree from an accredited college or university with a degree in public or business administration or related field and at least of 5 years' experience in workforce administration – or – an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.
- Possession of a valid North Carolina driver's license, a satisfactory driving record, the ability to pass a criminal background check, and the ability to pass a drug screening is also required.

Salary is dependent on qualifications and experience. The Council offers an excellent benefits package for all employees.

Interested professionals are encouraged to submit a letter of interest, resume, and three professional references no later than 5pm on Tuesday, March 18, 2025 to Justin Hembree via email at jhembree@mccog.org.

A voluntary coalition of local governments, Mid-Carolina Regional Council (MCRC) functions as a multi-county, planning, development, and human services organization. We reach across county and municipal borders to provide technical assistance to our local governments and to administer programs that benefit our region's citizens. Our mission is to provide creative regional solutions to relevant and emerging issues in Cumberland, Harnett, and Sampson Counties, North Carolina while providing a standard of excellence in the delivery of federal, state, and regional services for our communities. Mid-Carolina Regional Council is an Equal Opportunity Employer.