

**Mid-Carolina Regional Council  
WIOA Title I Program Manager  
Workforce Development**

Mid-Carolina Regional Council seeks a highly motivated, team-oriented professional to join the Mid-Carolina Team as the WIOA Title I Program Manager for Workforce Development. The WIOA Title I program manager will be working across the Mid-Carolina Regional Council's region, which includes Cumberland, Harnett, and Sampson counties. Effective July 1, Moore and Montgomery counties will join the Workforce Development region. The WIOA Title I Program manager (PM) will be responsible for performing a variety of difficult administrative, program support, and program management and development duties in and out of an office environment within a 5-county region. This work requires a comprehensive understanding of the departmental mission, rules, regulations, goals, and services. The PM will provide oversight, quality control and technical support for the Career Advisors at the NCWorks Career Centers to ensure compliance with Integrated Services Delivery. The PM will also provide direct supervision, quality control and technical support to the MCWDB WIOA Title I Youth Program Coordinator. The PM will assist the Local Area Superuser by providing NCWorks Online training for all NCWorks Career Center staff in the region, running and analyzing reports, and other tasks as needed.

**Working Conditions:**

The PM performs a variety of high level administrative, program support, and program management and development duties requiring a variety of skill sets. The PM is in contact with Career Center Customers, staff, partners, employers, and other community stakeholders daily. The PM also works closely with the NCWorks Career Center Managers, MCWDB Youth Program Coordinator, MCWDB Local Area Superuser, and the MCWDB Business Services Manager. Excellent communication and interpersonal skills are essential characteristics to perform successfully in a rapidly changing environment. Problems and opportunities are brought to the attention of the MCWDB Deputy Director, with issues researched and with alternative solutions/options suggested. The PM may be involved in researching and developing operational/programmatic policies and procedures in a technical environment. The PM will provide oversight, technical assistance, and training and provide program compliance reviews of Career Advisors. The PM will work in an office; however, time will be spent traveling throughout MCWDB's 5-county region. The PM reports directly to the MCWDB Deputy Director.

**Duties Include:**

- Establishing and overseeing administrative procedures to meet objectives set by the Director and Deputy Director.
- Works in partnership with the Career Center management to provide functional oversight of career advisors. Provides formal oversight of career advisors employed by the service providers. Review and evaluate the work of staff to ensure quality and compliance with all established policies, procedures, and regulations.
- Ensures MCWDB policies/issuances are implemented in career centers.
- Works in partnership with Career Center managers and MCWDB Director and Deputy Director to provide complete oversight of career center operations.
- Provides oversight, quality control and technical support to the MCWDB WIOA Title I Youth Program Coordinator.
- Acts as a resource for all career advisors.

- Performs on at least a quarterly basis, program compliance reviews of Career Advisors. Provides training and follows up on corrective action as needed.
- Works with Center staff to ensure quality of and compliance with Integrated Services Delivery
- Examines performance and management reports to ensure all performance goals are achieved.
- Ensures all data is accurately entered into the appropriate tracking systems.
- Assists with data research and collection to improve program outcomes.
- Develops and conducts various training workshops and presentations.
- Identifies opportunities to improve processes and services.
- Develops processes, forms, and procedures for work activities.
- Prepares a variety of documents, reports, correspondence, and presentations using databases, spreadsheets, word processing and presentation software; creates some documents with only general instruction.
- Other duties as assigned by supervisor.

**Desirable Education and Experience:**

Bachelor's degree from an accredited college or an equivalent combination of education and related experience. Must possess a valid NC Driver's License.

**Competencies include:**

- Requires the ability to evaluate, deduce, and/or assess data and information.
- Requires the ability to exercise judgement, decisiveness, and creativity required in situations involving evaluation of information against measurable or verifiable criteria. Ability to exercise discretion in determining and evaluating actual or probable consequences, and if necessary, identify and select alternatives.
- Considerable knowledge and skills in office technology including developing forms, form letters, tables, spreadsheets, data bases, presentation software, use of audio/visual equipment, etc.
- Excellent customer service skills
- Ability to communicate effectively, both verbally and written, and share knowledge with others
- Ability to prepare for and conduct presentations using multiple media.
- Ability to prepare and speak before groups of stakeholders.
- Tactfully and effectively handle requests, suggestions, and complaints.
- Ability to use a variety of advisory data and information, such as business periodicals, business laws and financial regulations, computer documentation, and labor market information
- Ability to adapt to a fast pace, changing work environment.
- Act as a team leader to provide leadership across a wide range of groups.
- Possess personal computer and Internet proficiency, time management skills and project management skills, and familiarity with common database software supporting Excel, PowerPoint, and Word
- Relates well to all kinds of clients/partners/co-workers/employers; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even difficult situations comfortably.

**Benefits**

- Health insurance
- Paid time off
- Dental insurance
- 401(k)
- Vision insurance
- Flexible schedule
- Tuition reimbursement
- Life insurance
- 401(k) matching
- Retirement plan
- Professional development assistance

**Salary - \$55,000 - \$67,000 per year**

**Job type – Full-time**