



**Job Description
for
NCWorks Career Center One-Stop Operator**

Distinguishing Features of the Class

The One-Stop Operator is tasked with establishing an integrated and collaborative network among workforce development, economic development, businesses, and community organizations. The goal is to create a seamless system that effectively meets the needs of both employers and job seekers within the Mid-Carolina Workforce Development Board Region. The OSO will be responsible for guiding the development of a skilled and adaptable workforce aligned with regional economic demands.

The One-Stop Operator will work in close collaboration with the Mid-Carolina Workforce Development Board to effectively integrate the NCWorks Career Center system for the benefit of both employers and job seekers. In addition, the One-Stop Operator will coordinate closely with partner staff to ensure that all services are streamlined, well-promoted, and delivered in a high-quality, customer-friendly manner. These services will be designed to avoid duplication, maintain consistency across locations, and remain fully accessible. The ultimate goal is to equip as many individuals as possible with the skills and resources necessary to become “Career Ready” and secure meaningful employment.

Essential Duties:

Oversee the daily operations of NCWorks Career Centers within the region to ensure efficient, effective, and high-quality service delivery.

Coordinate the seamless integration of services among all mandated WIOA partners, as well as additional community and organizational partners.

Ensure that services are non-duplicative, fully accessible, and consistently provided across all center locations.

Work collaboratively with the Mid-Carolina Workforce Development Board to ensure the alignment of Career Center operations with regional workforce development priorities and strategies.

Manage center hours of operation and staff workflow in response to program demands and customer needs.

Ensure the consistent availability of core services, including program orientations, career and labor market information, career pathway guidance, and access to resource rooms.

Convene and facilitate regular meetings with WIOA partners and stakeholders to strengthen communication, coordination, and collaborative service delivery.

Track, analyze, and report on key performance indicators, including service effectiveness, customer satisfaction, and compliance with WIOA requirements.

Provide proactive leadership in identifying and resolving conflicts or service delivery barriers among partners, ensuring consistent quality across all operations.

Champion continuous improvement initiatives through the adoption of innovative practices, technology integration, and ongoing staff development.

Collaborate with the Mid-Carolina Workforce Development Board to support the design and execution of strategies that drive operational efficiency and performance excellence.

Assist in building and strengthening partnerships, and support outreach initiatives to expand awareness and engagement within the community and among key stakeholders.

Oversee basic facility management, including office maintenance and coordination of necessary repairs or upgrades.

Perform other duties as assigned.

Knowledge, Skills, and Abilities

Possesses a strong business acumen and professional presence.

Familiarity with NCWorks Online

Knowledge of the Workforce Innovation and Opportunity Act

Ability to lead projects of comparable size and complexity, or experience in a comparable role with similar required skills.

Exceptional oral and written skills are required.

Excellent written and verbal communication skills

Desired Education and Training

Graduation from an accredited four-year college or university in a business-related field and two years' experience working in community outreach; or an equivalent combination of education and experience.

Demonstrate the ability to work with diverse groups of stakeholders, governmental agency representatives, consumers, private businesses, and the public.

Pass mandatory drug test and background check.

Special Requirements

Possession of a valid North Carolina driver's license and a satisfactory driving record.

Salary Range

Grade 25

Hiring Range: \$62,683 to \$68,000