

Department of Workforce Development

Workforce Development Manager

Overview

The Workforce Investment Act (WIA) of 1998 is a comprehensive workforce investment system intended to be customer-focused, to help people access the tools they need to manage their careers through information and high quality services, as well as help U.S. companies find skilled workers.

Its purpose is to provide workforce investment activities that increase employment, job retention, earnings, and occupational skill attainment by customers; resulting in an improvement in the quality of the workforce; reduction of welfare dependency; and an increase in productivity and competitiveness of the Nation.

Introduction

The Workforce Development Manager provides oversight and assistance to staff providing employment and training services in a San Bernardino County Employment Resource Center (ERC). The Manager:

- Fosters excellent staff performance that meets or exceeds the needs of customers and community while supporting and promoting County goals and government compliance.
 - Sets office goals, standards and expectations.
 - Provides support and guidance to Workforce Development Supervisor I.
 - Meets with Supervisor and staff on a regular basis.
 - Provides Administrative updates.
 - Attends WDD Management meetings.
 - Manages office budget.
 - Provides information to Deputy Director concerning building needs, auditors reports, personnel matters, etc.
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Contents

This part contains the following topics.

Topic	See Page
General Duties	2
Staffing	4
Personnel	5

Facilities and Resources	6
Supplies and Equipment	7

General Duties

Introduction This section contains the duties performed by the Manager on a routine basis.

Financial Management The Manager must assure that the ERC is operating within its annual budget allotted by the department. The manager:

- Monitors office expenditures to ensure adherence to office budget.
 - Accurately maintains and budgets for specific grant funds.
 - Reconciles Budgets by reviewing
 1. Daily transmittal worksheets to determine daily expenditures and remaining funding balances.
 2. Weekly transmittal sheets for accuracy before submission to Department's fiscal staff.
 - Provides month end fiscal update to Deputy Director.
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Approval of Training and Supportive Services Requests The Manager will provide approval for customer training and supportive service expenses, when requests exceed approval levels allowable for the WDS and supervisor. The Manager will review for the following information before approving request:

- All case information including case notes, files and any other documentation to support request.
- Ensure proper grant codes are used.

If expenditure is beyond the Managers level of approval, manager will complete review and forward to Deputy Director for next level of approval.

Selective Service If male customer seeking service is not registered for Selective Services, supervisor will review that all required documentation has been provided. i.e. Status Information Letter (SIL), letter of explanation and proof verifying their statement. The Supervisor will submit all information for manager's approval/denial. The manager will make the determination to waive the selective service requirement based on information provided (see Program Guide, page 56).

**WDD
Representative**

The manager is a representative of WDD when:

- Interacting with outside agencies.
- Attending meetings on behalf of the Deputy Director
- Making presentations for the public, agencies, etc.
- Coordinating quarterly partner meetings.
- Providing updates to the Workforce Investment Board at their request.

– **General Duties, Continued**

Reports

The Manager provides reports to the Deputy Director on a monthly basis. These reports include (but are not limited to):

- Narratives
 - Statistics
 - Staffing information or data
 - Facilities updates
 - Month End Report
 - Employment Tracking
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**Customer
Relations**

The manager will maintain good customer relations through:

- Responding to complaints and affecting an appropriate solution.
 - Training staff and making recommendations to reduce the numbers of grievances filed.
 - Reviewing customer surveys and making adjustments to service delivery as needed.
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Staffing

Introduction

The Manager's duties include planning and assigning the duties of subordinate staff and supervisors.

Coverage

The manager will coordinate staff to assure coverage for activities using recommendations from the supervisor:

- Workshop assignments.

- Employment counseling
- Case management services.
- Intake and eligibility functions.

Calendar and Scheduling

The manager will assure that the monthly calendar has been created and includes the following scheduled assignments:

- The ERC duty worker assigned to provide assistance to customers and answer questions.
- Workshop dates with assigned facilitators.
- Any additional special activities for the month.

Personnel

EMACS/Payroll

Manager reviews and approves WDSI EMACS and WDS in absence of WDSI:

- Bi-weekly EMACS entries for accuracy and verifies cost centers
 - Leave requests.
 - Absence request for long term or intermittent leave submitted on a Leave Request for Extended Sick and Special Leave (RESSL).
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Work Performance Evaluation (WPE)

The Manager:

- Reviews and approves WPEs written by the supervisor.
 - Writes WPEs for staff under their direct supervision.
 - Submits WPEs that they have written to Deputy Director for review.
 - Presents WPEs that they have written after review and approval from Deputy Director.
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Discipline

The Manager works with the WDSI to resolve personnel actions relating to discipline by:

- Providing direction and counseling
 - Working with Deputy Director
 - Referring actions to the Human Resource Officer if directed to do so by Deputy Director.
 - Ensuring that any formal disciplinary actions from Human Resources are followed appropriately.
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Complaints

The manager will address complaints from the public regarding treatment by employees If not resolved by WDSI. They will investigate the situation and recommend any necessary action.

Note: Complaints alleging discrimination are processed and investigated according to the procedures explained in Chapter12 of the Administrative Manual and Chapter 8 of the WDD Program Guide.

Facilities

Introduction The Manager is responsible for assuring a safe working environment and facilities for employees and the public. Ensures staff has the needed supplies and equipment to perform their job.

Facilities The Manager completes correspondence with building management and will maintains an updated contact list and instructions needed to maintain services and to report any problems that may occur at the ERC. The following information should be included:

Issue	Contact/Guide
Evacuation and Disaster Plans	Should include: Map of the building Evacuation Plan Instructions for staff Additional instructions and information include in the department disaster Plan
Alarms	Contact information for the alarm company.
Repairs	Contact information
Janitorial Services	Contact information for janitorial services.
Parking Situations	Contact information for parking issues.
Pest Control	Contact information for pest control
Incident Reports	Maintain proper forms and contact information to Risk Management http://countyline.sbcounty.gov/riskmanagement/

Supplies and Equipment

Introduction

The Manager works to assure that staff has the supplies needed to perform their job duties by:

Assigning staff to review supply needs and requests and preparing request for signature and order.

Identifying any needs to upgrade equipment or needs for additional equipment.

Printed Materials

Flyers, forms and other printed materials are ordered through the County's printing services. The manager reviews the monthly printing order and completes as follows:

Step	Action
1	Manager emails print order request form with attachments to the Deputy Director with a cc to fiscal for approval.
2	When Deputy Director approves request e-mail printing order, attachments and Deputy Director approving e-mail to Quick Copies or Printing services.
3	Follow-up with Quick Copies or Printing Services as needed to assure proper delivery of orders.
4	When order is received, send the original hard copy invoice to Admin, Inter Office Mail Code 0046.

Supplies

The Manager will assign staff to monitor the amount of supplies used so that the office can perform needed services and stay within the assigned office budget(I have never seen a supply budget). Assigned staff will identify the items needed for office operations create the order and obtain manager approval.