



Office of Human Resources
Economic Development Supervisor - CA2174
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General Statement of Duties

Supervises and directs workforce development staff and programs in the Division of Workforce Development.

Distinguishing Characteristics

The Economic Development Supervisor class is assigned full performance first-line supervision of professional workforce development staff, plans and organizes the activities of the workforce center to include assisting with development and management of grants and grant funded projects, and ensuring workforce development programs operate effectively. The Economic Development Supervisor class is responsible for assigning/reviewing the work of the staff, identifying staff training needs and providing in-service training. This class differs from the Operations Administrator class which performs second level supervision in addition to assisting division level managers with the operations or function of a division in a large charter department. This class also differs from the Program Administrator class which implements, administers, and develops program activities and functions.

Level of Supervision Exercised

Exercises general supervision over professional and clerical personnel.

Essential Duties

Supervises the work of subordinate staff involved in linking employers and business partners to qualified job applicants, providing jobseekers access to employment and training opportunities, performing outreach to targeted businesses to market workforce development services, and assisting with development and management of grants and grant funded projects.

Plans, organizes and directs the activities of workforce development staff; assigns/reviews work, identifies training needs and provides in-service training to staff.

Ensures workforce development programs operate effectively.

Monitors center activities to assure efficient operations and delivery of services by analyzing work production, applicant flow, and employer/employee suggestions, and modifying operating procedures as necessary.

Gathers, analyzes and compiles relevant data into various reports of center activities.

Works with managers to develop, modify and implement policies, methods and procedures.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves complex problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of concepts, principles and techniques of interviewing, appraising and placing job applicants.

Knowledge of social, economic and labor market conditions as they relate to workforce development center programs.

Knowledge and understanding of local, state, national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of workforce development business services.

Education Requirement

Bachelor's degree in Business Administration, Public Administration, Human Resources, Psychology or a related field.

Experience Requirement

Three (3) years of experience comparable to the type and level of a Workforce Development Advisor or an Account Representative.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Subject to varying and unpredictable situations.

Pressure due to multiple calls and inquiries.

Work is primarily performed in an office setting and frequently at other locations for meetings.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-810

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: