

WORKLINK WORKFORCE DEVELOPMENT BOARD
POSITION DESCRIPTION
WORKFORCE SERVICES EXECUTIVE DIRECTOR

GENERAL PURPOSE

This position serves as the chief operating officer of WorkLink, the workforce development board serving the region of Anderson, Oconee and Pickens counties, South Carolina. The Workforce Services Executive Director provides high quality policy and decision-making support to the leadership, committees, and members of a large, multi-constituency community board charged by federal law with facilitating action regarding workforce strategies and investments. The Workforce Services Executive Director provides strategic leadership on Board initiatives, builds partnerships with diverse stakeholders to achieve shared goals, and manages grant funds, staff, and consultants to accomplish the work of the Board and to ensure compliance with all relevant laws and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. **Provide Strategic Leadership** – The Workforce Services Executive Director provides essential strategic leadership for the Board’s work. This leadership includes helping the Board establish a clear vision, mission, goals and action plan, as well as the implementation of the strategic plan. The Workforce Services Executive Director continuously assesses strategies within the current operating environment, and proposes new and/or different strategies when appropriate. The Workforce Services Executive Director engages in regional strategic planning and initiative generation, as well as in state and national policy development on behalf of the Board.
2. **Provide Board Support** – The Workforce Services Executive Director ensures that the Board receives both the content and logistical support required to be effective. On the content side, this means working with Board leadership to plan effective meetings of both the full Board and its committees, to support Board decision making with strong analysis and clear frameworks for choices, and to ensure regular communication occurs among members of a large volunteer Board. On the logistics side, this means ensuring information for review is provided well in advance of meetings, that locations are found for meetings, and any other required support is provided.
3. **Develop the Board and its Members** – The Workforce Services Executive Director is responsible for helping the Board to clearly understand its potential, to assess current strengths and weaknesses, and to develop and execute strategies for Board improvement. In partnership with the Board leadership and local elected officials, the Workforce Services Executive Director will lead the recruitment of Board members when vacancies occur, as well as ensure that members receive a strong orientation that enables them to be effective. The Workforce Services Executive Director shall also continually work to encourage active participation by all Board members, and will work with the Board leadership to accomplish that.

4. **Build Partnerships** – A very large proportion of the Board’s work involves stimulating and managing strategic partnerships with a wide range of stakeholders to accomplish shared goals. The Workforce Services Executive Director shall manage stakeholder relationships to ensure those partnerships occur and strengthen wherever possible over time. The Workforce Services Executive Director shall look broadly across the community to ensure appropriately diverse participation in Board initiatives. Four particularly essential sets of stakeholder relationships for the Workforce Services Executive Director to manage effectively are a) educational leaders, b) the industrial community, c) local elected officials and d) economic developers as well as non-profit organizations, government agencies, etc.
5. **Represent the Board** – The Workforce Services Executive Director represents the Board with local agencies/organizations, local boards, county councils, and commissions. The Director coordinates with other human resource, educational, and service entities throughout the three county region to promote cooperation and non-duplication of efforts. The Director coordinates local area and Board activities with state, federal, as well as local boards and commissions involved in employment and training activities. The Director delivers speeches, writes articles, and presents information on behalf of the organization.
6. **Development And Improvement Of The Public Workforce System** – The Workforce Services Executive Director shall advise the Board as to priority investments of funds for which it is responsible, and will then manage the performance and quality improvement oversight of those receiving funds through the Board (including One-Stop Operators and youth services providers). The Workforce Services Executive Director is expected to provide leadership and encouragement to service providers to think at all times in terms of integrated service delivery to customers and about continuous improvement of those services. The Workforce Services Executive Director may also engage in partnerships to develop services that are either missing or needing recalibration.
7. **Business Management** – The Workforce Services Executive Director is responsible for the organizational management of the work required to support the Board and its initiatives. This includes managing the budget, required research, projects, contracts, communication, resource development, staff and consultants. The Workforce Services Executive Director recruits, trains and supervises WorkLink staff, as well as solicits vendors as required. The Workforce Services Executive Director makes recommendations to the appropriate administrative entity for hiring and other personnel decisions. The Workforce Services Executive Director also makes recommendations to either the administrative entity Executive Director or the WorkLink Board of Directors, as stipulated in policies, for purchasing decisions.
8. **Federal, State, and Local Grant and Related Report Requirements** – The Workforce Services Executive Director is responsible for ensuring that the Board is in compliance with federal, state, and local grants, record keeping, and administrative requirements, including such WIOA (Workforce Innovation & Opportunity Act) based Board responsibilities as managing the eligible training provider list, negotiating and managing memoranda of understanding and other agreements, and ensuring overall compliance with both the law and associated regulations.
9. **Equal Opportunity (EO) Officer** – Ensure compliance with EO Laws, policies, and regulations to include review of written policies to make sure that those policies are nondiscriminatory. Manage EO program, including customer complaint process and periodically update staff on changing EO Laws, regulations, and compliance issues. Serve as

the liaison to the state WIOA EO officer (gather data, prepare and submit required reports and responses to the state WIOA EO Officer).

PERIPHERAL DUTIES

Perform other duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- A. Bachelor's degree required. Master's degree preferred.
- B. Progressive levels of responsibility in work experience required.
- C. Strong business leadership experience preferred.

Necessary Knowledge, Skills, and Abilities

- Knowledge of workforce, economic, and community development policy
- Experience in corporate strategic planning and/or public policy formation
- Experience in working with business-led boards or committees of corporate volunteers
- Experience working in a regulated business
- Skill at continuous quality improvement principles
- Knowledge of budgetary principles and practices
- Strategy development
- Strong listening skills
- Mediating and negotiating
- Excellent communications skills
- Leveraging resources
- Strong presentation skills
- Problem solving
- Build and maintain partnerships and coalitions
- Influencing
- Passion for the work
- Build trust and be seen as a neutral broker

SPECIAL REQUIREMENTS

- A. Valid SC driver's license or ability to obtain one.
- B. Must live or agree to relocate in the WorkLink Workforce Development Area (Anderson, Oconee, Pickens Counties)

TOOLS AND EQUIPMENT USED

Personal computer; phone; mobile phone; automobile.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performance the essential functions of this job. Reasonable accommodations will be made for qualified candidates who are offered the position.

- A. While performing the essential functions of this job, the employee must answer phones, attend meetings, convey complex information, make presentations, and conduct site visits.
- B. The employee must be able to use a computer, read and interpret complex information such as manual, directives, etc., and issue instruction letters.
- C. The noise level in the work environment is usually quiet.
- D. Hearing protection is not required for work in this environment.

SALARY GRADE

The salary range of this position will be based on the qualifications and experience of the person selected.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.