

## Workforce Development Manager Position Description

Atlanta Center for Self Sufficiency, Inc. (ACSS) empowers financially vulnerable individuals in our community to become self-sufficient, sustainably employed and economic contributors to society. Our programs include CareerWorks, a comprehensive job readiness training and job placement program; Veterans Employment and Training Program (CVET), a targeted initiative aimed at helping homeless veterans re-integrate into the workforce; and Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training, education services, and good jobs. ACSS is also a designated LISC Financial Opportunity Center® and offers a range of financial empowerment services that complement our workforce development programs.

<b>Job Title:</b> Workforce Development Manager	<b>FLSA Status:</b> Full-time, Exempt
<b>Supervisor:</b> Deputy Director	<b>Direct Reports:</b> None

**Position Summary:** The Workforce Development Manager supports the agency's efforts to prepare financially vulnerable individuals to engage in meaningful training and obtain employment. The Workforce Development Manager plays a critical role in managing relationships with both referral and employer partners, with the dual objective of helping ACSS clients achieve their career goals and helping employers to meet their hiring goals.

### Organization-Wide Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Mission Focused-** Carries out the mission by living the values of ACSS.
- **Collaborates Cross-Functionally-** Works effectively with other departments, sharing information and insights to better the organization while working towards common goals.
- **Continuously Transforms-** Exhibits a willingness to learn new things and improve the status quo.
- **Communicates for Impact-** Demonstrates effective communication skills in working with others.
- **Takes Pride in Client's Success-** Expresses a willingness to put clients' success as first priority, taking great pride when clients break the cycle of homelessness.
- **Energized by Challenging Situations-** Individual not only embraces challenges, but is energized by complex tasks.
- **Is a Leader-** Influences others to accomplish the mission in ways consistent with the values of ACSS.
- **Demonstrates Initiative-** Determines what needs to be done and accomplishes these goals and/or objectives with little or no prompting.

### Leadership Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Demonstrates Accountability-** Takes full responsibility for results and takes ownership of all responsibilities and commitments. Delivers results within prescribed time while taking into account quality standards and impact. Operates in compliance with ACSS policies and procedures.
- **Effective Decision Making-** Makes informed and timely decisions and takes responsibility for these decisions. Modifies decisions based on new information. Involves others in the decision making process from all levels when necessary to enhance decision-making.
- **Commitment to Outcome Measurement-** Embraces strong evaluation and reporting processes to demonstrate effectiveness. Identifies ways to refine and improve service delivery.

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### Position Responsibilities/Essential Job Functions:

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#### *Employer Relations*

- Maintain awareness of the region's high demand industries and occupations and ensure that ACSS' service delivery model can meet the needs of employers and other partners.
- Cultivate and maintain relationships with businesses/employers to hire program participants, with additional consideration for special subpopulations (especially veterans).
- Host monthly employer recruitment events across all ACSS service locations.

#### *Outreach and Recruitment*

- Develop and manage strategies to recruit and enroll individuals in ACSS programs.
- Cultivate and maintain relationships with referral partners, including but not limited to: developing partnership agreements (i.e. MOUs), consistently communicating about ACSS program and services, coordinating onsite and offsite recruitment activities, facilitating informational and orientation sessions, assessing clients for suitability, and gathering documentation.
- Help launch special initiatives and pilot new ACSS programming opportunities.

#### *Client Training and Job Placement*

- Cultivate and maintain relationships with training providers in various industries to match clients with skill development programs to enhance employment opportunities.
- Lead efforts to provide effective job placement support to ACSS participants, including maintenance of active job leads, email listservs, and job requisitions within Salesforce.
- Provide career counseling to participants to help them make appropriate career decisions and prepare them in terms of job responsibilities, salary and career scope. Assist participants to develop a résumé, and submit job applications. Facilitate job readiness workshops as applicable.

#### *General*

- Engage volunteers to support ACSS client training and employment activities.
- Support the agency's external communication efforts, including development of marketing collateral and outreach materials. Support the agency's resource development efforts, including submission of funding requests and reports.
- Maintain an understanding of ACSS' goals, programs, and key partnerships; and be able to communicate them to internal and external audiences.
- As a member of the agency's leadership team, represent the organization in the larger community and provide leadership for internal and external stakeholders.
- Ensure timely data entry and maintenance of accurate program records in accordance with ACSS guidelines and those of our funders.

### Essential Skills and Experience:

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- Bachelor's Degree in Social Work, Human Resources, or similar fields (Related experience will be considered).
- 5+ years of experience in employment services, human resources, and/or talent development.
- Familiarity with labor market trends, as well as local and regional in-demand occupations.
- Excellent organization skills; detail oriented, and adherence to multiple timelines and deadlines.
- Experience using Salesforce.com or comparable CRM system.
- Superior writing (both creative and analytical) and editing skills.
- Ability to produce and interpret performance data for the purposes of proactively identifying barriers to success and developing solutions.
- Flexibility in work hours and work environment as needed to support client needs.
- Ability to facilitate training, both classroom-based and virtually. Familiarity with online meeting platforms (Zoom, MS Teams, WebEx, etc.).
- Intermediate knowledge of Microsoft Office software programs.
- Familiarity with local, state and federal grant programs and monitoring requirements.
- Ability to represent the organization in a compelling way, in a variety of environments.
- Good decision-making skills, honesty, ability to recognize when others need to be involved in activities or decisions.
- Work professionally and effectively in a team environment.

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### Job Specific Performance Objectives:

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- Provide exceptional customer service to clients and employers, which includes compassionate interactions, frequent contact, warm hand-offs on referrals, and follow-up on missed appointments & phone calls within 24 hours.
- In partnership with other ACSS staff, strive for 80% credential and/or job attainment within 90 days of enrollment and 80% job retention among ACSS clients.
- Coordinate at least 20 employer recruitment events annually.
- Identify at least 10 new employers and training partners annually.
- Ensure that all data and documentation is accurately recorded into the required data tracking systems within 48 hours of contact and/or change in client status.

### General Expectations:

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**General sign-off:** The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

**Physical demands and work environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Commitment to Equal Opportunity:** ACSS believes that all people are entitled to equal opportunity employment. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants on the basis age, race, color, religion, gender identification, disability, sexual orientation, national origin, family composition, or any other characteristic protected by state or federal law. This policy applies to accepting staff, interns, volunteers and individuals served by ACSS.

*Salary range is commensurate with experience. Health insurance and other benefits are offered to employees as outlined in the ACSS Employee Handbook.*

*To apply, please email a résumé and cover letter to [jobs@atlantacss.org](mailto:jobs@atlantacss.org). No phone calls please.*