



Metro North Regional Employment Board

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Metro North Regional Employment Board **Full Time Job Posting**

Job Title: Director of Workforce Development Operations

The Metro North Regional Employment Board (REB) is a public-private partnership whose mission is to enable area residents to gain skills that will maximize their economic self-sufficiency and to provide employers with the workforce they need to effectively compete in the changing world economy. The Metro North REB is located in Cambridge, MA. To learn more, visit www.mnreb.org.

POSITION SUMMARY:

The Director of Workforce Development Operations reports to the REB Chief Executive Officer and is responsible for directing the planning and workforce systems functions of the REB in compliance with applicable federal and state laws, contract stipulations and grant requirements. The Director of Workforce Development Operations is responsible for overseeing the region's One-Stop Career Centers and the REB's activities relating to the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA).

PRIMARY RESPONSIBILITIES AND DUTIES:

- Plan, develop, organize, implement, direct and evaluate the REB's planning and workforce systems functions and performance.
- Oversee the REB's operational activities relating to the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA), and other Federal and State funded programs.
- Oversee the operations of Metro North's One-Stop Career Centers (OSCC) in regards to grants management, development of annual contract, contract implementation, reporting, development and oversight of fund allocation, tracking, and project/program close-out process.
- Lead the development of the annual plan, WIOA allocations, and any other associated documents.
- Develop and maintain Memoranda of Understanding between OSCCs and partner agencies.
- Obtain and analyze data obtained from the One Stop Career Center information technology system (MOSES) and prepare regular reports with analytics to evaluate the effectiveness of customer service and business outreach and engagement processes.
- Manage the REB's implementation of activities at the OSCCs to ensure that WIOA Title I Adult, Dislocated Worker, WIOA Youth, TRADE, Rapid Response, National Dislocated Worker Grants, and other related programs are implemented in accordance with established policies and requirements.
- Manage and support the REB's Workforce Systems Committee.
- Manage the evaluations, programmatic activities, and monitoring of the OSCCs and coordinate annual reviews of REB and OSCCs operations.
- Work with State and local officials to provide adequate and timely policy guidance to the OSCCs.
- Stay current with all Federal and State performance and regulatory requirements, and provide technical assistance and training to service providers to ensure compliance.
- Ensure that continuous quality improvement leading to high levels of customer satisfaction is an ongoing and major activity of the OSCCs.
- Lead workforce board recertification process.
- Manage assigned grants and programs; work effectively with funding sources.

Serving as the Workforce Development Board for the communities of: Arlington, Belmont, Burlington, Cambridge, Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Somerville, Stoneham, Wakefield, Watertown, Wilmington, Winchester, Winthrop, and Woburn.



- Identify potential grant, foundation, and legislative funding opportunities that will support REB activities and assist in the preparation of grant proposals.
- Participate in the development of, and carry-out, procurement actions taken by the REB, including procurement of the one-stop career center operator.
- Work with the CEO to manage the REB's ongoing relationships with state and local governmental officials and organizations.
- Prepare labor market reports, performance reports, and narrative reports for funding sources.
- With other REB staff, identify key workforce development issues and opportunities, and research creative approaches within workforce development nationally and across disciplines, with a goal of potentially testing and implementing innovative solutions to workforce development problems.
- Participate in and nurture broad networks of alliances with others to ensure highly productive relationships and partnerships for the benefit of the REB.

REQUIREMENTS:

Education: Bachelor's degree required. Master's degree preferred.

Experience: Minimum of 7 years of related management experience in the field of workforce development or related field consistent with the mission of the REB. Deep knowledge of WIOA policies and regulations required. Understanding of delivery of services through the One-Stop Career Center system a must. Experience in research and evaluation, including working with data. Experience working with the MA workforce's information technology system (MOSES).

Skills/Qualities: Creative, forward-thinking, problem-solver with relationship-building skills as well as expert technical/analytical skills, including evaluation and reporting. Operations oriented thinker and planner, strong hands-on leadership skills with the ability to take initiative. Demonstrated creativity with respect to idea generation and solution implementation. Strong interpersonal, presentation, communication and written skills. Collaborator with strong listening, facilitation and persuasion skills. Ability to effectively present information and respond to questions from training and service providers, funding sources and the public in either individual or group settings. Ability to define problems, collect data, establish the facts, draw valid conclusions, and develop solutions.

Salary and benefits: Salary commensurate with experience. Excellent benefits including health care, dental, life insurance, short-term and long-term disability, 403(b) plan, holiday, sick and vacation time.

To Apply: Send resume and cover letter outlining your experience and interest to hr@mnreb.org. Position open until filled.

Metro North Regional Employment Board is an Equal Opportunity Employer.