

## **THE WORKPLACE**

### **Job Description**

**Job Title:** Career Center Manager  
**Location:** **Woburn, Massachusetts**  
**Department:** Operations  
**Reports To:** Career Center Director  
**Classification:** Exempt  
**Duration:** **TBD**  
**FTE:** 1 Open Position

#### **SUMMARY:**

While delivering innovative solutions, exceptional service and trusted results, the Manager will partner with unit supervisors, case management staff and offices specific to the Career Center services to provide the day-to-day guidance for each Center. Manager will assist in supervising the daily operations and staff of the centers while performing professional and technical work monitoring performance to endure contract compliance, quality of services provided, and positive outcomes.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Work with Assistant Manager to ensure that Intensive Case Management operations are carried out consistent with policies and procedures.
2. In partnership with Career Center Staff to develop the training materials for systems and programs.
3. Design, develop and implement quality control procedures.
4. Track performance and deliverables and reviews results with senior level staff to ensure program outcomes and benchmarks are obtained.
5. Lead staff development efforts and continuing professional development initiatives.
6. Ensure program compliance align with contractual requirements for benchmarks and participation rates.
7. Recommends methodologies for continuous improvement.
8. Oversee, manage and ensure staff compliance including work verification, participation rates, corrective action logs, procedures, and monthly contact.
9. Evaluate assigned employee performance, and prepare performance evaluations, recommend and document disciplinary action.

10. Serve as a liaison to partners, prospective employers, training programs and the customers.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for own work and the supervision of personnel, including but not limited to assign and allocate workflow, staff training, development, and review.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree or equivalent from four-year college; or two years related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **COMPUTER SKILLS**

The ability to understand and display proficiency in software such as Microsoft Word, Excel and PowerPoint. Ability to master funder's data reporting systems as required.

### **OTHER SKILLS AND ABILITIES**

Multilingual (Spanish and/or Creole) preferred

### **HOW TO APPLY**

Please submit a cover letter and your resume (Word document) to Donna DeMattia, Human Resources Manager by email: [ddemattia@workplace.org](mailto:ddemattia@workplace.org)

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