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## **JOB DESCRIPTION**

DATE: 2/1/2012

**TITLE:** National Workforce Development Program Manager

**RESPONSIBLE TO:** Director, Workforce Development

**DIVISION/DEPAT:** Operations/ Mission Advancement

**SUPERVISES:** N/A

**FLSA STATUS:** Exempt

**INCUMBENT:**

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### **BASIC FUNCTION:**

- Lead workforce development trend analysis and member competency and capacity building.
- Facilitate national workforce development partner engagement.

### **SPECIFIC DUTIES<sup>1</sup>:**

- Work collaboratively on workforce development partnerships and projects including opportunity identification, relationship management, funding acquisition, implementation, and evaluation.
- Facilitate and sustain GII's national and regional workforce development business partnerships.
- Facilitate and sustain GII's national and regional workforce development service and sector partnerships.
- Participate in the development and deployment of member-focused capacity building resources, such as tool kits, curriculum and training materials.
- Maintain knowledge of current funding priorities and serve as subject matter expert, as assigned.

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<sup>1</sup> All duties are considered to be essential, unless otherwise indicated.

- Develop and disseminate various written and electronic communications relevant to workforce development, including but not limited to virtual media, topical issue briefs, white papers and reports, and informational e-mails.
- Participate in workforce development activities, conferences and meetings including GII learning events, as requested.
- Support relationship cultivation and sustainability with partners.
- Keep current with public policy issues and developments as they affect workforce development projects and technical assistance to members.
- Provide on-site and other consultations to member Goodwills for the establishment and improvement of programs and services.
- Conduct research specific to populations, programs and funders; collect, tabulate and interpret data on assigned projects.
- Other duties as assigned and relevant to the position.

**RELATIONSHIPS:**

- Internal: Work as member of the mission advancement team. Frequent GII interdepartmental contacts to coordinate and support Goodwill projects.
- GII Members: Frequent contact with leadership and staff member Goodwills to provide support and assistance for workforce development issues.
- External: Frequent contact with government, business and industry, workforce development groups, national and local service organizations.

**SKILLS NEEDED<sup>2</sup>:**

- Subject matter expertise in workforce development programs, services and current issues.
- Excellent project management skills with the ability to work with a wide array of team members from different departments and levels within GII, Goodwill members, business partners, and others.
- Ability to engage multiple individuals from diverse organizations and locations to achieve goals.
- Ability to present training and conduct meetings via both face-to-face and virtual platforms.

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<sup>2</sup> All skills and abilities are considered to be essential, unless otherwise indicated.

- Excellent oral and written communication skills. Comfort and familiarity with electronic communication media (e.g. blogs, message boards, and e-newsletters).
- Able to function in a consultative role and relate well to others in both individual and group settings.
- Able to work independently on multiple tasks. Exercises discretion and individual judgment.
- Computer proficiency in word processing, spreadsheet management, and virtual training platforms.
- Ability to collect and analyze data and draw meaningful conclusions.
- Ability to perform frequent travel.

**EDUCATION:** Bachelor's degree in a relevant field required, master's degree preferred. Specialized knowledge is required. Career Development Facilitator Instructor (CDFI) and/or CDF Master Trainer certification desirable

**EXPERIENCE:**

- Five or more years' experience in the field of employment and training, workforce development programs and/or consultation/training with a minimum of three years in a leadership capacity.
- Experience leading project operations with multiple locations.
- Experience in designing and delivering face-to-face and virtual presentations.
- Experience providing consultation services to groups or organizations is a benefit.
- Prior experience working at or with local Goodwill Industries preferred.

**DECISION MAKING:** Decision making on scheduling projects and determining priorities.

**SUPERVISION:** None.

**PHYSICAL EFFORT:** Medium, lifting 50 pounds maximum with periodic lifting and/or carrying of objects weighing up to 25 pounds. Frequent walking and standing are required (may be accommodated). Requires frequent travel.

**EMOTIONAL EFFORT:** Moderate, occasional short deadlines requiring some overtime. Work environment occasionally hectic with occasional to frequent periods of high stress.

It is a part of every MST team member's responsibility to adhere to our culture and our values. These values were designed by us and we have made a commitment to practice them.

Our board establishes our strategic direction. With our board, our management team develops our annual plan. We implement this plan with input and participation from our colleagues across the various functional areas of the organization. Results matter and our success is based upon the following shared beliefs which incorporate our values.

**We are passionate about our mission.** We are deeply committed to making a lasting impact on the lives of the people we serve. We foster a work environment that empowers and excites our employees to support our mission.

**We value people.** We commit to build a mutually supportive, caring, accessible work environment. We respect each other, our members and all stakeholders; and we demonstrate this through collaboration, transparent communication and a sincere desire to understand one another.

**We are ethical.** We are trustworthy people engaged in ethical work, and we willingly adhere to a high standard of behavior. Our actions are consistent with our words and we maintain integrity in all of our relationships.

**We are innovative.** We constantly strive to anticipate and influence the rapidly changing environment and we develop new opportunities that meet our stakeholders' needs. We challenge ourselves and each other to strive for excellence, to continually learn and to question the status quo.

**We are accountable.** We set goals and measures that are aligned with the strategic and annual plans, and we are fully accountable for the results. It is our responsibility to seek input, learn from the best and to continuously improve the quality of our products, services and operations.

**We value our resources.** We are committed to building a sustainable future and to being careful stewards of our resources. We are socially, financially and environmentally responsible.

**We celebrate and recognize.** We celebrate individual and collective contributions to our success and growth, and we recognize the value of employee engagement. Humor, friendship, compassion and laughter are important parts of our professional environment.