



CAREERSOURCE CITRUS LEVY MARION

JOB DESCRIPTION

Job Title: Talent Center Manager	FLSA: Exempt
Department: Workforce Services	Date Reviewed: 2/4/2019
Primary Location: Marion County	Grade: 109
Reports To: Director of Operations	

General Description

Supervises the day-to-day activities for assigned Talent Center Career Services team members. Implements and delivers the Talent Center philosophy by ensuring the efficient and effective operation and integration of all Talent Center Services (professional and student career services and training programs), procedures, and resources. Provides a wide variety of career services, establishing individual marketing and job search plans; ensures full utilization of CSCLM best practices; and maintains a direct role in creating and facilitating workshops to an audience of students, graduates and/or professionals in transition. Evaluates the service activities and identifies and resolves problems or concerns to ensure exceptional candidate experiences.

Essential Job Functions

- Manages and delivers employment/career counseling and coaching services to students and career candidates.
- Supervises assigned Talent Center staff and services.
- Monitors individual performance, tracks and recommends corrective action.
- Monitors the employment/re-employment activity of Talent Center candidates.
- Organizes and conducts team meetings and training.
- Coordinates and monitors technical issues for staff.
- Performs customer services quality reviews.
- Coordinates with necessary partners to ensure exemplary providers relations and resolves issues.
- Develops program procedures.
- Develops staff training and coordinates cross training programs.
- Works with CareerSource and CF partner staff to support a broad range of workforce and college related events.
- Coordinates, monitors, and acts as the liaison in resolving complex issues.
- Makes improvements with quality improvement processes.
- Conducts candidate-tracking reports.
- Develops career and employment tools and content suitable for college students, graduates and professionals in transition.
- Researches trending best practices, strategies and technologies relevant to employability.
- Engages in ongoing outreach and the identification of community leaders and resources.

- Attends meetings and participates in planning, coordinating, and training.
- Prepares a wide variety of reports, plans, and analyses.
- Answers questions about eligibility and services for the public and candidates.
- Maintains compliance with all personnel policies and procedures.
- Performs other job functions as required.

These essential functions are not a complete statement of all duties required. Some marginal functions of the position that are not incidental to the performance of fundamental job duties may be excluded. All duties, responsibilities, and requirements are essential to the job.

Minimum Education and Experience

Bachelor's degree in education, training or related field with four (4) years professional experience in counseling/vocational planning or employment and training services with one (1) year of which must be in a management/supervisory capacity, or an equivalent combination of education, experience, or demonstrated competence.

Knowledge, Abilities, and Skills

- Knowledge of WIOA and other pertinent program regulations and requirements and adheres to these and all other relevant guidelines regarding the principles and practices of employment and training techniques.
- Possess interpersonal skills with the ability to deliver exceptional customer service skills, excellent organizational and team building skills.
- Ability to communicate effectively both orally and in writing.
- Computer proficiency in word processing, spreadsheets, and database programs.
- Knowledge of how to foster independence and self-advocacy in candidates.
- Knowledge of developing a service plan with the ability to identify the types of services and resources that can address the specific candidate needs and circumstances.
- Ability to work independently and to work effectively with others.

To perform this job successfully the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently.

Physical Requirements

- Acceptable vision and hearing with or without correction

The physical demands 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.

Work Environment

- Works primarily in an office environment.

Special Requirements

- Valid Florida Driver's License with a clean driving record
- Subject to drug screening

- Subject to records check
- Must be able to work retail hours

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and physical demands required of personnel so classified.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date