



CAREERSOURCE CITRUS LEVY MARION

JOB DESCRIPTION

Job Title: Career Center Manager / Business Development Coordinator	FLSA: Exempt
Department: Career & Business Services	Date Reviewed: 6/17/2026
Primary Location: All Centers	Grade: 109
Reports To: Sr. Director of Operations	

General Description

The Career Center Manager/Business Development Coordinator performs a dual role. This position is responsible for managing and supervising the integrated services and resources provided by workforce professionals at the assigned CareerSource Citrus Levy Marion office and manages all business and partner outreach and relations activities for their assigned county. The Career Center Manager provides administrative leadership to ensure continuous improvement of program requirements and outcomes; Career Center services including efficient customer flow; professional development of staff; and interpretation and implementation of compliance with Federal laws and regulations, State statutes and Local policies and procedures.

A Business Development Coordinator (BDC) serves as a strategic front-line partner, building meaningful relationships with employers across Citrus, Levy, and Marion counties. In this role, the BDC actively uncovers workforce needs and talent gaps, then connects businesses with targeted workforce solutions that drive growth and success.

By developing a deep understanding of each employer’s goals, the BDC aligns those needs with CareerSource CLM’s comprehensive suite of employment and training services—helping businesses strengthen and sustain their talent pipelines.

To deliver impactful solutions, the BDC maintains current knowledge of education and training opportunities across regional school districts, technical colleges, state colleges, private institutions, and digital learning platforms. Using this insight, the BDC promotes and facilitates access to CLM’s workforce programs, including:

- Customized business training initiatives
- On-the-Job Training (OJT) programs
- Apprenticeships, internships, and work-based learning opportunities

In addition, the BDC collaborates closely with internal teams to coordinate job postings and candidate recruitment efforts, ensuring employers are connected with qualified talent efficiently and effectively.

Essential Job Functions

- Manages the daily operation of the Career Center to continually improve the quality and efficiency of customer service, program outcomes and outreach.
- Acts as the primary point of contact for all business and partner related activities within the assigned service area.
- Conducts staff meetings with Career Center staff to inform of program changes, updated on performance issues and/or other key operational items, best practices, and information sharing.
- Analyzes reports to assess progress toward meeting or exceeding performance goals and case management effectiveness of staff and responds with necessary corrective actions. Prepares operational reports as requested.
- Identifies programmatic deficiencies through the Internal Monitoring Review, develops corrective action plans with Program Management staff for implementing training and/or other strategies as needed.
- Reviews customer satisfaction, quality assurance and monitoring reports. Identifies opportunities and formulates processes for improvement.
- Participates in preparations for monitors, auditors, and other reviews by regulatory agencies and/or interested parties.
- Provides leadership and direction to Career Center staff providing services through all programs operated within the office. This would include Wagner Peyser (WP), Workforce Innovation Opportunity Act (WIOA), and Welfare Transition (WT), SNAP, Veteran Programs, Reemployment Assistance (formerly UI) and other programs as assigned.
- Responsible for ensuring all positions in the center are filled in a timely manner for both CareerSource Citrus Levy Marion & Commerce positions.
- Conducts annual evaluation for center staff and routinely monitors staff's performance
- Monitors programmatic training to ensure all Career Center staff are trained and adhere to annual training requirements.
- Ensures that the progressive coaching and/or discipline plan is followed.
- Approves accurate time sheets and travel, training and leave requests of Career Center staff.
- Participates in community relations activities. Fosters and maintains close, highly effective relationships with agencies, community groups and business partners.
- Coordinates with the property manager facility maintenance needs.
- Ensures systems and processes are implemented safeguarding personnel and customer safety and facility security.
- May attend State, Regional and local meetings to represent the region.
- Reports to leadership regularly to provide updates and recommendations to support continuous improvement.

Marginal Functions

- Performs other duties as assigned.

Supervision Exercised:

Positions Directly Supervised: Career Center Staff under CareerSource Citrus Levy Marion & Commerce/OPS positions.

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.

Requirements:

Education and Experience

- Bachelor's Degree from an accredited college or university in Business, Social Science or related field or an equivalent combination of education and experience with at least two years of experience in a supervisory role.

Knowledge/Skills/Abilities:

- Must be team-oriented and comfortable working in a fast-paced environment that is constantly evolving and changing.
- Must have knowledge of program regulations, policies, and procedures; and, the ability to understand and apply applicable State and Federal rules, regulations and local policies and procedures relating to Title I of the Workforce Innovation and Opportunity Act and other local initiatives.
- Must be organized and able to efficiently prioritize, multi-task, plan, organize and coordinate work assignments.
- Must have excellent written and oral communication skills including public speaking.
- Must have the ability to interface with Center staff, internal and external customers and partners.
- Must possess the ability to retrieve data using the various data collection systems and operate computer programs and applications needed to prepare reports as requested
- Proficient with Microsoft Office Suite.
- Excellent customer service skills.
- Ability to interact with all levels of management and customers

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

Physical Requirements

- Physical ability to perform the above listed job duties.
- May be required to sit for long periods of time.
- Infrequent light physical effort required - reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday.
- Proper lifting techniques required which may include lifting up to 25 pounds for files and computer printouts on occasion.

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 inside in an office environment.

Special Requirements

- Valid Florida Driver's License with a clean driving record and insurance
- Reliable transportation is necessary for travel throughout the workforce development region. May attend various functions and meetings which may occur before or after normal business hours.
- Subject to drug screening and criminal background check
- Must be able to work flexible hours

- Must complete Tier One Training and pass the Tier One Certificate Exam within six (6) months of being hired.

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