



Creating opportunities for people to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT: Farmworker Services and Workforce Development Division LOCATION: Galt, CA	CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel. CHD is an Equal Opportunity Employer.
JOB DESCRIPTION TITLE: American Job Center-Manager	POSITION STATUS: FLSA STATUS: Regular/Full-Time Exempt
SALARY: Grade 9	PROGRAM HOURS: 8:00 A.M. – 5:00 P.M.

CORPORATE DESCRIPTION

California Human Development (CHD) is a private, non-profit, human services agency that provides a wide range of program and services throughout Northern California.

DIVISION DESCRIPTION:

CHD's Farmworker Services/Workforce Development Division receives funds from multiple sources (federal, state, local and private). These programs are designed to prepare adult and youth migrant and seasonal Farmworkers and other disadvantaged, unemployed and underemployed individuals for full participation in the labor force. Services include all WIOA core services, counseling, education, job training, work experience, vocational training, on-the-job training, emergency supportive services and vocational English language classes. The results from completing the training include increased self-sufficiency, higher occupational skills, and increased education, which leads to satisfying careers, job security, and a prosperous lives.

SUMMARY:

This is a managerial position charged with day-to-day supervision of staff from CHD and their partner agencies, providing leadership in continual upgrading of operating effectiveness, and taking action to integrate the American Job Center into its community and market area.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Under the supervision of the Farmworker Services/Workforce Development Division's Regional Manager, the American Job Center (AJCC) Manager is responsible for managing and coordinating the AJCC/One Stop delivery system with the full array of services to employers and job seekers. The Galt AJCC Manager provides oversight and management of employment and training services for economically disadvantaged populations through the Americas Job Center of California (AJCC) career center and the Workforce Innovation Opportunity Act (WIOA) employment and training program. The AJCC Manager plays a senior role coordinating WIOA employment services for the Sacramento Employment Training Agency (SETA) and CA Human Development.

- A. Under the direction of the Regional Manager, the AJCC Manager will administer the daily operation of the Service Center, ensuring compliance with federal, state, local, and CHD policies and procedures in the supervision, evaluation, planning, directing and organizing of staff, training activities and service provisions.
- B. Develop services by coordinating with other agencies to offer their programs at the AJCC site and holding monthly planning meetings.
- C. Provide leadership in the development and maintenance of excellence in the Center services and activities.
- D. Coordinate with SETA and CHD's management to ensure consistent client services, meeting fiscal and programmatic goals by attending regular schedule meetings.
- E. Be responsible for ensuring a high level of Center performance/coordination for the various program resources available at the Center. These include DOL, WIOA (167, Title I, Youth, Dislocated Workers, CSBG, Human Services Agency, Veterans, EDD and other related Programs.
- F. Ensure proper processing of all clients according to AJCC's standards. Maximize potential for client success in receiving the assistance they need and achieving their employment, education, and economic development objectives.
- G. Develop and implement an effective program for marketing the Center to the specific community being served. Actively participate in community affairs.
- H. Ensure adequate staffing levels.
- I. Ensure a safe and healthy work environment for clients, visitors, and staff, as well as security of CHD facilities and CHD and partners' property.
- J. Ensure that complete written and electronic records are maintained on services to, and outcomes achieved by the AJC Center clients.
- K. Submit timely training, attendance, performance, safety and fiscal reports as required by the Regional Manager.
- L. Prepare and manage AJC's Services Center budget within annual funding resources.
- M. Perform other related duties assigned by the Regional Manager.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE:

- A. Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- B. Ability to conduct effective public relations.
- C. Ability to read, analyze, and interpret general services contracts or governmental regulations in English.
- D. Spanish-speaking ability highly desirable.

MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, and percentages.
- C. Create and interpret presentation charts.

REASONING ABILITY:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Be able to work under pressure and maintain a healthy work environment.
- F. Ability to solve problems and resolve conflicts effectively.
- G. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- H. Ability and desire to inspire motivate and lead individuals.
- I. Ability to maintain own psychological well-being.
- J. Ability to recognize and manage personal bias.

SUPERVISORY RESPONSIBILITIES:

- A) Responsible for the supervision of employee(s).
- B) Is responsible for the overall direction, coordination, and evaluation of these units.
- C) Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- D) Responsibilities may include interviewing, hiring, and training employees, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

EDUCATION: AA Degree, BA highly desirable.

EXPERIENCE:

- A. At least three (3) years management experience in a public or private non-profit employment and training program, or in appropriate Human Service situation, or the equivalent in an industrial or business training environment.
- B. Knowledge of effective modern management techniques.
- C. Paid or volunteer social service experience in the local community to be served.
- D. Marketing and public relations.
- E. Word, Excel, PowerPoint, and Outlook programs.
- F. Organizational budgets

WORKING CONDITIONS:

A) PHYSICAL DEMANDS:

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.

This position requires:

Frequently:	Sitting, Walking, Seeing, Hearing, Speaking, Standing, Bending, Lift up to 25 lbs, Carrying, Pushing/Pulling
Occasionally:	Stooping, Lift up to 40 lbs, Squatting, Kneeling
Seldom:	Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

B) WORK ENVIRONMENT:

This is a fast paced environment and the noise level is usually moderate.

CERTIFICATES, LICENSES:

- Valid California Driver's license.
- Proof of insurance on personal automobile.
- Recent satisfactory DMV printout of driving record.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

Employee's Signature Date

Supervisor's Signature Date