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**California Human Development**

**Job Description**

**EMPLOYEE Name:**

**Job Title:** Center Manager  
**DEPARTMENT/DIVISION:** Farmworker Services & Workforce Development

**Reports To:** Regional Manager

**FLSA Status:** Exempt

**Location:** Lodi  
**Revised Date:** 10/23/2020

**Summary Description:** The Center Manager 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 CHD Center into its community and market area for the Farmworker Services & Workforce Development programs (WIOA 167, DW Ag, DW Energy, SJC Youth Program and CSBG). Under the supervision of the Farmworker Services & Workforce Development Division’s Regional Manager, the Center Manager is also responsible for managing and coordinating the daily operations of the AJCC in San Joaquin County with the full array of services to employers and job seekers. The Center 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.

**DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Regional Manager, the Center Manager will perform the following duties:

* Oversee a caseload of non or limited English-speaking (Spanish/English) and/or special needs participats; therefore, the employee must be bilingual (Spanish/English).
* Recruit clients for all the programs assigned to San Joaquin County. This will include explaining the goals and objectives of programs to potential clients and local agencies.
* Coordinate with EDD and other appropriate agencies to determine eligibility of the clients and to complete paperwork as required.
* Maintain files related to the clients in the program and the activities they are enrolled in and to prepare monthly reports based on these files.
* Coordinate referrals for participants to needed social services with other agencies and programs and coordinate co-enrollments with other funding sources.
* Relate CHD programs to potential candidates. Performs social services and motivates farm workers to become independent through education by taking intakes of applicants, coordinates workflow to the central office, training in vocational facilities, supportive services, etc.
* Develop and maintain contacts with employers, employer organization agencies with labor market information and other WIOA programs.
* Prepare strategic plan to outreach to farmworkers with short-range goals to meet funding objectives.
* Solicit unsubsidized jobs from these employers based on the needs of individual participants so that placement opportunities are available for all the participants.
* Negotiate specific on the job training agreements with employer.
* Promote teamwork by working with the clients to teach job searching techniques, empower and support clients during all phases of job search including pre and post-placement activities.
* Follow-up on all placements into unsubsidized employment to document information and track clients work status.
* Coordinate with other Farm Worker Services program staff.
* Develop Individual Service Strategy Plans for the participants that outline in detail the services and training to be provided under the program.
* Coordinate outreach participation in different events in the community.

**Admin Duties**

* Prepare requests for office and Janitorial supplies.
* Responsible for petty cash for the adult and SJC youth, prepare reconciliation and submit receipts on a monthly basis.

**Supervisory Responsibilities**

* Responsible for the overall direction, coordination, and evaluation of the team and the day to day operations of the Lodi AJCC. Performs supervisory responsibilities in accordance with the organization's policies and applicable laws.
* Interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
* Train, guide, coach, assist, and supervise a team of case managers, one program specialist and 4 support staff (WEX) working in the assigned area of responsibility.
* Develop staff skills to meet program requirements and deadlines.
* Create and submit office and program reports as requested.
* Provide technical assistance to staff in the day to day work in 3 CalJobs platforms and other funding source system.
* Respond to Central Farmworker Program office requests.
* Coordinate food baskets distribution including request of funding, client participation, staff involvement, and volunteer coordination.
* Attend management/supervisory meetings as requested.
* Actively participate in the safety program and provide meaningful suggestions for working safely.
* Review files, intakes, IEP’s, support services, WEX contracts, OJT contracts for all the programs according to regulations.
* Authorize, field trips, purchase of instructional materials, students’ incentives, to ensure the correct management of the SJC youth budget.

**AJCC Responsibilities**

* Provide leadership in the development and maintenance of hallmarks of excellence in the center services and activities.
* Coordinate with EEDD and CHD’s management to ensure consistent client services.
* 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, Veterans, EDD, and other related programs).
* Ensure proper processing of all clients according to AJCC’s standards.
* Ensure a safe and healthy work environment for clients, visitors, and staff, as well as security of CHD facilities and CHD and partners’ property.
* Coordinate with other organizations and employers for potential partnerships to provide services at AJCC.

**Other Activities**

* Once per year lead the planning for the Dia Del Campesino/Binational Health Week, including providing assignments to staff, submitting requests for sponsorship, preparing and managing budget of event, coordinating activities the day of the event, preparing marketing materials, coordinating outreach activities with staff, supervising the completion of the assignment to staff.
* Perform other related duties as assigned.

**Required Skills and Abilities**

* Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
* Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
* Ability to write speeches and articles for publication that conform to prescribed style and format.
* Ability to effectively present information to top management, public groups, and/or boards of directors.
* Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
* Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
* Ability to define problems, collect data, establish facts, and draw valid conclusions.
* Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
* Ability to proficiently navigate the following:
  + Microsoft Office (Word, Excel, Outlook, etc.)
  + Type 45+ words per minute
  + Navigate the Internet
  + Social media platforms

**Education and/or Experience**

* Bachelor's degree (B. A.) from four-year college or university
* One to two years related experience and/or training
* Equivalent combination of education and experience

**Certificates, Licenses, Registrations**

* First Aid and CPR.
* Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.

**Physical Requirements**

Regularly*:* Use hands to finger, handle, or feel; Reach with hands and arms

Frequently: Stand, walk, sit; climb or balance, stoop, kneel, crouch, or crawl

Occasionally: Lift up to 10 pounds

Vision: Close vision (clear vision at 20 inches or less)

**Work Environment**

Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, and management. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_