



California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Center Manager, Galt

DEPARTMENT/DIVISION: Farmworker Services

REPORTS TO: Regional Manager

FLSA STATUS: Exempt

LOCATION: Galt

REVISED DATE: 3/03/2025

Summary Description: The Center Manager is a managerial position charged with day-to-day supervision of staff from California Human Development (CHD) and their partner agencies, providing leadership in continual upgrading of operating effectiveness, and acting to integrate the CHD Center into its community and market area for the Farmworker Services programs (WIOA 167, DW Ag, SETA Youth Program, SETA WIOA Adult Program, Rapid Response and CSBG). Under the supervision of the Farmworker Services Division's and Regional Manager, the Center Manager is responsible for managing and coordinating the America's Job Center of California (Galt AJCC) One Stop in Sacramento 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 programs. The Center Manager plays a senior role coordinating WIOA employment services for the Sacramento Employment Training Agency (SETA), and America's Job Center of California (AJCC) career center and the Workforce Innovation Opportunity Act (WIOA) employment and training programs, and California Human Development.

DUTIES AND RESPONSIBILITIES:

Under the direction of the Regional Manager, the Center Manager for Galt will:

- Oversee a caseload of non or limited English-speaking (Spanish/English) and/or special needs participants; therefore, the employee must be bilingual (Spanish/English).
- Planning recruitment of clients with case manager for all the programs assigned to Sacramento 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 the eligibility of the clients and to complete paperwork as required.
- Administer the daily operation of the AJCC 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. Participate in the Certification of the Galt AJCC.
- Develop collaborations and services by coordinating with other agencies (mandated and non mandated partners) to offer their programs at the AJCC site and hold monthly planning meetings.
- Provide leadership in the development and maintenance of excellence in the Center services and activities.

- Coordinate with SETA, and CHD's management to ensure consistent client services, meeting fiscal and programmatic goals by attending regularly scheduled meetings.
- 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.
- 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.
- Develop and implement an effective program for marketing the Center to the specific community being served. Actively participate in community affairs.
- Ensure adequate staffing levels.
- Ensure a safe and healthy work environment for clients, visitors, and staff, as well as security of CHD facilities and CHD and partners' property.
- Ensure that complete written and electronic records are maintained on services too, and outcomes achieved by the AJCC Center clients.
- Submit timely training, attendance, performance, safety, and fiscal reports as required by the Regional Manager.
- Prepare and manage AJCC's Services Centers budget within annual funding resources.
- Perform other related duties assigned by the Regional Manager.

Supervisory Responsibilities

- Responsible for the supervision of employees of the Galt AJCC Centers. Performs supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Is responsible for the overall direction, coordination, and evaluation of these units.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities may include 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 support staff (Work Experience - WEX) working in the assigned area of responsibility.
- 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 Sacramento County youth program's budget.
- Coordinate food baskets distribution including request of funding, client participation, staff involvement, and volunteer coordination.
- Review and approval of staff timesheets on the IBS.

Required Skills and Abilities

- Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- Ability to conduct effective public relations.
- Ability to read, analyze, and interpret general services contracts or governmental regulations in English.
- Ability to use arithmetic skills is normally applied in this position.

- Ability to compute rates, ratios, and percentages.
- Create and interpret presentation charts.
- Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- Be able to work under pressure and maintain a healthy work environment.
- Ability to solve problems and resolve conflicts effectively.
- Possess a caring attitude towards fellow employees and clients served.

Education and/or Experience

- 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.
- Bilingual in English/Spanish required.
- Knowledge of effective modern management techniques.
- Paid or volunteer social service experience in the local community to be served.
- Marketing and public relations.
- Word, Excel, PowerPoint, and Outlook programs.
- Organizational budgets

Certificates, Licenses, Registrations

- Must be able to travel to meetings and events to do outreach. If using a personal vehicle, must provide proof of insurance and provide a copy of a valid driver's license to be insurable under the agency's insurance policy.
- Must possess a smart phone with the capability to install security authentication application to securely access the CHD network.

Physical Requirements

Regularly: Stand; Walk; Manual dexterity for typing; Reach with hands and arms.

Frequently: Climb or balance; Lift up to 25 lbs.

Occasionally: Stoop, kneel, crouch, or crawl

Rarely: climbing, twisting; lift up to 40 lbs.

Vision: No special vision requirements

Work Environment

Noise level: 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 have a good relationship with customers, clients, co-workers, management and stakeholders. 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: _____