



# CITY OF LONG BEACH

DEPARTMENT OF COMMUNITY DEVELOPMENT

333 W. Ocean Blvd. 3<sup>rd</sup> Floor

Long Beach, CA 90802

(562) 570-7744

FAX (562) 570-5072

## UNCLASSIFIED JOB OPPORTUNITY

### COMMUNITY DEVELOPMENT SPECIALIST V (Business Services Team Program Manager) Workforce Investment Network (\$28.446 – \$38.700)

The Workforce Investment Network has an opening for a Community Development Specialist V (Program Manager). Under direction, the Program Manager provides complex professional support and coordination for the delivery of business service functions to further workforce development services. The Program Manager will perform a full range of professional job duties related to the Network's Workforce Investment Act (WIA) Adult, Youth and Dislocated Worker, and other programs that support services to business and jobseekers. The position will report to the Workforce Development Officer/One Stop Career Centers Manager. Position functions and location may include any of the Network's career and youth centers within Long Beach, Torrance and San Pedro.

#### EXAMPLES OF DUTIES:

- Oversees complex job development, business outreach, and placement function involving multiple service agencies and staff;
- Develops and enhances relationships with businesses that result in employment opportunities;
- Provides professional coordination in the development, implementation, and administration of Workforce Investment Act programs, projects, and activities;
- Coordinates staff activities at one or more One Stop Career Center locations within the Network and ensures the delivery of program services, performance, grant management and outcomes for WIA and special projects;
- Supervises the daily activities of program services staff to ensure quality customer service and achievement of program goals;
- Assists with identifying quality improvement opportunities and coordinating cross-functional teams to continuously improve program processes and overall service delivery;
- Provides staff coaching and training to ensure quality and quantity of work performed;
- Maintains confidential participant and job placement reports, and tracks and monitors project progress;
- Performs analysis, prepares reports and other correspondence;
- Markets workforce development services, conducts public presentations, and represents the Network and Centers at public meetings and events;
- Interprets and uses local, state and federal statute and compliance directives to ensure alignment of services with requirements;
- Assists with the implementation of Workforce Development programs and initiatives ensuring integration and alignment throughout the Network;
- Works collaboratively in cross-cutting City/State-driven work teams;
- Performs other related duties as required.

#### QUALIFICATIONS:

- Graduation from an accredited college or university with a Bachelor's Degree in Business, Public Administration, or closely related field;
- Minimum of four (4) years of recent full-time professional, progressive background experience offering specific and substantial preparation for the duties of the position. A Master's Degree in Business, Public Administration, or closely related field from an accredited college or university may be substituted for up to one (1) year of the required professional experience;
- Specific knowledge and understanding of business outreach, job development, and related skills connections;
- Ability to use sound judgment, work within deadlines, manage multiple assignments, and set priorities;
- Proficiency in e-mail and Microsoft Office, including: Word, Excel, Access, and PowerPoint;
- Excellent written, verbal, and interpersonal communication skills;
- Possess valid California driver's license;
- Bilingual proficiency in English, and either Spanish or Khmer, highly desirable.

#### REQUIREMENTS TO FILE:

A letter of interest, resume, and 3-6 references are required and will be reviewed for depth and breadth of experience and qualifications. The most qualified candidates will be invited to participate in further selection procedures. Letters, resumes and references may be submitted via mail, fax, or e-mail and must be received by **4:00 PM on Monday, March 15, 2010**, at the address below:

**ATTN: Meg Rau**  
**Department of Community Development**  
**333 W. Ocean Blvd., 3<sup>rd</sup> Floor**  
**Long Beach, CA 90802**

**Fax: 562/499-1066 | Phone: 562/570-7744 | E-mail: [megan.rau@longbeach.gov](mailto:megan.rau@longbeach.gov)**

#### EQUAL OPPORTUNITY EMPLOYER:

The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired, or if you would like to request this information in an alternative format, please call Meg Rau at (562) 570-7744.