Regional Manager

Job Summary:
Responsible for overseeing program performance and service coordination of a group of 10 to 15 delegate agencies. Review and approve budgets and scope of services and identifies deliverables. Serve as the main point of programmatic contact for the area.

Responsibilities:

- Serve as a liaison between funded agencies to ensure a common understanding of expectations and obligations with respect to delivery of workforce services pursuant to the Workforce Innovation and Opportunity Act (WIOA) and other public and private funding.
- Meet with sub-grantees annually at the beginning of the funding cycle to review and negotiate performance outcomes, review and pre-approve budgets, and program delivery. Work collaboratively with the Finance and Contracts Departments to collect and assemble required documents for contract execution.
- Regularly collect and analyze data pertaining to overall agency performance outcomes and compliance and fiscal auditing reports. Review State and local data systems with agencies and develop appropriate plans accordingly. Develop reports and tracking mechanisms for comparing prior, current, and future outcomes for future funding.
- Promote compliance with WIOA program policies and procedures in accordance with federal regulations; create/update input to local policy and grant terms; enhance communication and facilitate agency understanding of service delivery to job seekers.
- Facilitate regular meetings with assigned agencies to ensure technical knowledge of program requirements and anticipated outcomes.
- Participate in developing and implementing technical assistance strategies where necessary, including, in some cases, conducting customized training for agency staff.
- Manage special grants, including all facets of grant management described above, that can lead to serving an additional 10 – 20 agencies outside the manager’s region at any time.
- Work collaboratively with the Business Services staff and other Partnership units to plan and execute events and activities that benefit and promote job seekers and businesses in the Chicagoland region, as well as the mission of The Partnership. May attend agency events.
- Facilitate and assist as needed in the delegate agency identifying and submitting customer (employer and career seeker) success stories to The Partnership communications team on regular basis.
- Assist in the development, review, and selection process of WIOA Request for Proposals.
- Work closely with the data management team to correct and implement any new changes that affect data management systems for the network.
- Attend monthly and quarterly partner, State, and Department of Labor meetings, webinars, and annual workforce development conferences.
- Perform all related duties and responsibilities as assigned.

**Required Skills:**
- Knowledge of WIOA
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent sales and customer service skills.
- Excellent organizational skills and attention to detail.
- Ability to give presentations and speak in front of a large audience.
- Ability to demonstrate tact and diplomacy in dealing with a team member or agency issues in a wide range of diverse situations.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and, at times, stressful environment.
- Proficient with Microsoft Office Suite or related software.

**Education and Experience:**
- Graduation from an accredited college or university with an associate degree in business, Public Administration, Liberal Arts, Social Work or a related field
- Five years of professional experience within the workforce field
- Three years of WIOA experience preferred.
- Two years of management experience preferred.
- Strong analytical and problem-solving skills
- Excellent written and verbal communication skills.
- Detail-oriented with strong organizational abilities
- Proficiency in Microsoft Office Suite

**Physical Requirements:**
- Frequently required to stand, walk, and sit.
- Frequently required to utilize hand and finger dexterity using a keyboard.
- Frequently required to talk or hear.
- Occasionally required to lift/push/carry items up to 25 pounds.
- Ability to travel to various delegate agency locations throughout Cook County.

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<tr>
<th>Job Title: Regional Manager</th>
<th>Department: WIOA Programs</th>
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<td>Reports to: Associate Program Director</td>
<td>Effective Date: September 2023</td>
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