

**One Stop Manager**

**Overview:** We are seeking a One-Stop Center Manager who plans, coordinates, and organizes programs and services delivery of the One-Stop Center. The center manager establishes operating procedures, protocols, controls of functional activities and services delivery among One-Stop Partners. Also serves as liaison and governance among One-Stop System members, i.e., various public, private and non-profit agencies both co-located on-site and external linkages as well. Additionally, the center manager performs staff support services for Virginia Career Works – Crater Region.

**Responsibilities:**

- Works with a variety of public and private organizations and makes presentations as required.
- Conducts technical, operational and analytical studies related to One-Stop System employment and training activities.
- Serves as central information source regarding functions, policies, procedures and services of Southern Nevada One-Stop Center management activities.
- Works with public and private agencies to assess critical employment and training issues or business needs to insure effective outreach services.
- Contributes to the efficiency and effectiveness of Workforce Connections' One-Stop Center Consortium employment and training services oversight by offering suggestions and directing or participating as an active member of work teams.
- Develops and coordinates operational policies and procedures; that reflect the services and delivery system through the One-Stop Center.
- Establishes partnerships and oversees the coordination of training programs and One-Stop services orientations.
- Oversees the preparation of operating schedules and coordinates day-to-day activities and governance of the One-Stop Center.
- Uses current computer applications and software to maintain and prepare operating budgets and necessary employment and training reports.
- Coordinates customer traffic flow for services in the One-Stop Center.
- Processes customer complaints and resolves issues impacting the One-Stop Center functional operation.
- Develops shared partner resources allocation plan for effective employer and jobseeker services;
- Facilitates partnership and consortium meeting as required.
- Delivers Workforce Development System presentations and promote One-Stop Center activities.
- Travel to multiple sites and locations.
- Manage confidential information.
- Regular and consistent attendance.
- Other duties as assigned.

**Qualifications:**

- Bachelor's degree in a relevant field (e.g., social work, human services, counseling) or equivalent work experience.
- Knowledge of WIOA regulations and experience in workforce development, specifically in a One-Stop Center environment.
- Strong communication and interpersonal skills.
- Ability to assess participant needs and develop tailored service plans.
- Proficient in utilizing technology for data tracking and reporting.
- In depth knowledge of customer service & comfortable with implementation of new strategies to better the customer experience

**Personal Attributes:**

- Empathetic and client-centered approach.
- Strong organizational and time-management skills.
- Ability to work independently and as part of a team.
- Commitment to diversity, equity, and inclusion.

If you are passionate about helping individuals achieve their career goals and thrive in a dynamic, collaborative environment, we encourage you to apply for this rewarding One Stop Manager position. To apply please email your resume to [ttaylor@vcwcraterregion.com](mailto:ttaylor@vcwcraterregion.com) with One Stop Manager in the Subject Line.

Salary Range: \$50,000-63,000 annually plus benefits