



## Functional Title

### Job Posting Announcement

**Posting Date:** 07/16/2021

**Posting Number:** 1407797

**Classification:** Professional Services

**Functional Job Title:** Workforce Supervisor

**Status & FLSA:** Regular, Full-time

**Bargaining Unit:** Exempt/MAPS

**Grade:** 923

**Salary Range:** \$63,725 - \$102,201

**Location:** 3001 E. Madison Street, Baltimore, MD 21205

### About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

### Position Overview:

This position is vital to the success of the agency's overall operation to help city residents obtain employment and earn a family supporting wage. Under the direction of the Workforce Manager, the Supervisor is responsible for the management of day-to-day operations of the One-Stop Career. This position requires the ability to coordinate and supervise the delivery of employment and training services offered under the Workforce Innovation and Opportunity Act (WIOA). It also requires planning, assigning, and reviewing the work of subordinate staff; setting program priorities and improving program effectiveness; interpreting rules, regulations and policies; and analyzing enrollment data. Must have the ability to establish and cultivate collaborative working relationships with community partners to promote program and services. As a member of the center's leadership team, the Supervisor must be able to communicate effectively with elected officials, members of the workforce development board, local employers, training vendors and community stakeholders.

### Essential Duties and Responsibilities:

- Monitors activities to improve employment outcomes and provides workforce services leading to employment opportunities for customers;
- Develops and maintains a collaborative relationship with MOED, organizations and business stakeholders in an effort to link customers to workforce resources and employment support services and the one-stop system;
- Markets the purpose and goals of the program to the general public, the private sector, and workforce development professionals;
- Conducts data analyses, prepare briefings, summary reports, and other written correspondence;
- Monitors career center and leads career center staff for compliance to program outlines;
- Evaluates program's ability to meet the performance goals as mandated by the program;
- Ensures that a broad menu of employment related services are offered and delivered to the community
- Work with case managers and other staff to identify appropriate candidates for skill development and employment opportunities;
- Facilitate monthly meetings with staff to address specific issues concerning program implementation and operations to achieve program outcomes;

- Maintain relationships with community partners to ensure services are aligned and provided efficiently through robust referral system;
- Maintain accurate and accessible records to facilitate reporting of performance data and outcomes, as required; provide documentation and data in a timely fashion, as requested; track and monitor performance in the Maryland Workforce Exchange;
- Perform supervisory functions to include interviewing, performance monitoring, and coaching;
- Support program staff in overcoming barriers to meeting goals and objectives by maintaining open and accessible communications and providing opportunities for performance improvement and professional development;
- Contributes to the efficiency and effectiveness of Vision 2020 and to the quality of services to job seekers and businesses that leads to an increase in the employment rate and increase wages of Baltimore City residents by offering suggestions and directing or participating as an active member of committees and/or work teams, and

**Knowledge, Skills and Abilities:**

- Knowledge of workforce development issues; current state and local workforce investment systems, partner agencies, and other relevant organization workforce development, education and training programs
- Ability to develop, foster and maintain effective working relationship with MOED clients, program participants/ customers, co-workers, public and private agency staff
- Knowledge of private sector job structure
- Ability to lead a small team of professionals and function as team member
- Ability to analyze and recommend resolution of employment and training challenges, workforce services and administrative problems within center
- Strong written and verbal communicate skills; presentations skills
- Must have intermediate skills in various software programs to include MS Office Suite Word, Excel, and Power Point; familiarity with database programs
- Possess project management skills
- Solid organizational skills; execute work assignments on time in format required

**Required Education and Experience:**

- Bachelor's degree in Business Administration or related field from an accredited college or university and
- 2 years of experience in professional-level administrative, operations, or technical work within the workforce development industry plus 1 year of supervisory experience or
- An equivalent combination of education and experience.

***Interested applicants may apply via this [Workforce Supervisor at City of Baltimore, Mayor's Office of Employment Development \(breezy.hr\)](#)***

***City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider.***