Northwest Workforce Council (www.nwboard.org) is recruiting for a Regional Workforce Manager an essential member of the agency’s Executive Leadership Team. The position reports directly to the Chief Executive Officer (CEO) and holds considerable decision making and policy impact on the Northwest regional workforce system (4 Northwest Washington counties: Skagit, Whatcom, Island, & San Juan).

ABOUT US: Northwest Workforce Council’s (NWC) mission is to prepare a skilled, successful workforce aligned to the needs of business and industry. The Council oversees a regional workforce development system and promotes the alignment of education, training and employment efforts coupled closely with economic revitalization strategies. NWC is a powerful mechanism for comprehensive community-wide workforce planning and coordination. The Council has over forty years of stellar performance in achieving its mission, producing meaningful results for individuals, families and the community, and operating an exemplary business with a results-oriented culture.

POSITION OVERVIEW: Oversees and executes a wide-ranging portfolio of responsibilities, from strategic to tactical. This position is involved in every aspect and function of the council’s business, which includes engaging with a diverse range of internal and external stakeholders the performance of specialized and technical work in organizational systems while working within a quality framework. The work is challenging, with varied duties relating to policy formulation and analysis, programmatic and fiscal oversight, contract preparation and negotiation, development and refinement of business processes, community relations, and board support. This position is constantly implementing quality improvements, triaging and diagnosing issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Workforce Development Strategy: Provide leadership to achieve the organization’s strategic mission for all aspects of the operations including quality systems, partner collaborations and business and community connections to continuously increase impact and outcomes. Ability to attend to detail, large and small, while maintaining quality standards.

Workforce Development Administration: Oversee operational aspects of internal and external workforce development programs/initiatives. Ensure quality workforce development service delivery and a coherent regional integrated workforce development system. Manages the board’s oversight responsibilities of the one-stop career center system called WorkSource in the state of Washington, including:
- Oversees the performance of One-Stop System, including the One-Stop System Operator contract performance
- Oversees quality systems within the One-Stop system, ensuring products and services are market-responsive, consistent and compliant; Oversees the WorkSource Certification application process
- Oversees process improvement measures, including initiating process improvement initiatives
- Direct and/or functional supervision of employees and partner staff, providing feedback and coaching to improve integration, quality, efficiency and effectiveness in the one-stop center environment
- Manages the board’s partner governance structure; facilitates partner meetings

Team Leadership: Develop and mentor workforce development teams, continuously striving to develop collaborative top-quality work. Lead and guide internal and external teams in designing and delivering integrated workforce development services that are topical, market responsive and of consistent quality.
**Fund Development & Management:** Develop and implement new programs or services with partners and stakeholders that meet community needs. Master data and analytics to inform strategies and optimize return on investment. Supports efforts to obtain internal and external funding opportunities.

**Community Engagement & Representation:** Identify and build community partnerships to maximize NWC’s impact.
- Provides proactive leadership in community partnerships and services design work, ensuring contributions to the achievement of the board’s strategic goals and operational objectives

**Board of Directors:** Serves as a staff liaison to the Board of Directors; primary staff support to the board’s Quality Assurance Committee.
- Manages the operational implementation and maintenance of system’s policies and procedures
- Negotiates and manages the regional workforce system’s Memorandum of Understanding with WIOA required and voluntary agency partners
- Performance outcomes
- Certification

**Contract / Programmatic:** With the Deputy Director and Financial Manager, interprets contract/program analysis and data relative to achievement of performance requirements. Assists in the writing of contracts, grants and progress reports. Manages select procurement processes (e.g.: lessor (facilities) and information technology relations and performance). Maintains defined quality processes by overseeing internal controls that assure quality performance and conformance with federal, state and local requirements

**ESSENTIAL SKILLS AND EXPERIENCE:**
Must be independently motivated to produce high-quality and timely work. A professional individual is required to embody the following characteristics:
- Adaptability to an ever-changing environment. Ensures what needs to happen does happen.
- Skill in applying relevant laws and policies and judgement to specific situations
- Demonstrated leadership skills using team concepts and appropriate skills to create an environment of empowerment that fosters partnership, productivity, team work and dedication to the vision, mission and quality standards of the organization. Strategic with a focus on details — ability to turn strategy into operational success
- Systems orientation; to both understand and communicate the comprehensive workforce development system, its component parts, and their essential interrelationships
- Astute project manager with ability to structure and manage complex cross-enterprise projects and processes with multiple stakeholders and work streams
- Excellent interpersonal skills; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with colleagues, partners, vendors, and suppliers
- Leadership of people, creating systems, and overseeing change processes
- Team oriented, collaborative, diplomatic, and flexible with excellent presentation skills
- Superior analytical and problem-solving skills
- Ability to gather, organize, manipulate, and present data and analysis

**MINIMUM QUALIFICATIONS:**
- In addition to Essential Duties and Skills, a Bachelor’s degree (graduate degree preferred) in business, social sciences, public administration, education or related field is required; plus a minimum of five (5)
years relevant, progressively responsible managerial experience. Experience in contract management, research and data analysis, and demonstrated effective experience facilitating organizational development.

- Computer application skills in MS Office in a network environment are required.
- Must possess courteous and professional attitude and present a neat appearance to the public.
- Demonstrable experience in coalition building or leading collaborative group enterprises.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS
To perform this job successfully, an individual must be able to perform each essential duty/responsibility satisfactorily. The requirements listed below are in addition to the essential duties/responsibilities and required skills:

- The Regional Workforce Manager is an exempt, professional position which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. Normal business hours are Monday through Friday; 8:00 AM to 5:00 PM. Occasionally alternate schedule/hours as may be required to effectively execute duties of the position.
- Work is conducted primarily in an office setting and involves travel within the region; employee to provide own transportation, with travel reimbursed.
- Washington State driver license required with properly licensed and insured automobile available during work hours.
- During the six-month provisional employment period, the applicant must be able to perform the essential functions of job without any extended leave time.
- The position requires a criminal background check as condition of employment.

BENEFITS
Salary: $55,000 - $75,000 DOQ. Excellent benefit package including employer paid employee medical and vision; employer paid family dental insurance coverage; an employee assistance program; long term disability insurance; paid vacation and sick leave; eleven paid holidays; and employer funded (@ 7%) 401K retirement plan. For a more detailed look at NWC’s Benefit Package, please visit [www.nwboard.org](http://www.nwboard.org).

APPLICATION PROCEDURE
To apply, please submit the following to HR@workforcenorthwest.org or by mail to: Human Resources, Northwest Workforce Council, P.O. Box 2009, Bellingham, WA 98227:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Professional References** (contact information only, minimum two)
4. **Detailed Response** to the following two questions:
   - What is your understanding of the position?
   - How are you uniquely qualified for the position?

*Only those applications that contain the above required items (1-4) will be considered.* It is NWC policy to verify information contained in all application materials.

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing.
NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position may be filled immediately and is open until filled.

Northwest Workforce Council is an Equal Opportunity Employer. Auxiliary aids and services are available to persons with disabilities upon request; send email to HR@workforcenorthwest.org