Are you a leader? Do you have management experience? Is it important for you to know that the work you do makes a difference in your community?

If YES to all of the above, please read further because we have any opportunity for YOU!

POSITION OVERVIEW
The Center Manager/Support Specialist has many duties, but in general, the main job is to direct and oversee the operational aspects of the Skagit Center, including: managing the roles and responsibilities of the Northwest Workforce Council; customer service; marketing; and associated administrative duties in accordance with the agency’s objectives. Acts as a liaison between the Council’s headquarters, their One-Stop System Operator (OSSO) and other centers in the region.

Working as a Center Manager/Support Specialist can be very rewarding to an organized person who likes multitasking and has great communication skills. Serves as a communication liaison for the staff and partners they support. Manages center facilities, including coordinating events. Supports a variety of data management functions.

This position is located in the Skagit WorkSource Center, located in Mount Vernon (NWC administrative offices are located in Bellingham), and serves as the agency point person for the Skagit operations. This is a fast paced, multifaceted position that plays an important role in providing high level support to NWC’s senior management team members responsible for providing leadership, management and direct services to its customers – employers and job seekers. The Center Manager / Support Specialist assists management staff by providing quality administrative work that is key to organizational performance and providing quality services.

This position is responsible for overseeing operational practices and making sure the Center runs smoothly and meets projected performance outcomes:

- Coordinating with, reporting and making recommendations to NWC senior management and the OSSO in order to improve the customer experience and drive collaborative partner participation with a focus on program integration.
- Ensure the Center delivers value and excellence to the customers.
- Cultivate and strengthen a strong team of committed partners that will maintain quality standards.
- Ensure all projects are executed with value-add to customers and in compliance with standardized business practices.

A second component to the Center Manager/Support Specialist position is providing support to NWC’s staff and programs housed within the Center. Under the direction of the Programs Manager, offers administrative assistance, and technical support for NWC staff and WIOA activities. Responsible for a variety of program support duties in the center, including meeting scheduling and organizing program
related events. Provides office support with emphasis on extracting reports from the Management Information System (MIS).

Works as part of a team on a wide range of programs, projects, special initiatives and events. Works on assignments for which considerable judgment and initiative are required in resolving problems and making recommendations; recommends methods and procedures on new assignments. Performs a variety of complex administrative and technical tasks including collecting and summarizing data, managing databases and creating reports.

Must have the ability to adapt to changing priorities and complete tasks within tight timelines. Works independently to complete projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**One-Stop Center Manager duties:**
- Provides point of contact for office and facilities management.
- May manage a number of projects at one time; maintain project schedules and ensure deadlines are met.
- Ensure smooth flow of operations and communications. Recommend improvements in work processes and office procedures.
- Manage Center’s activity calendars; assist in maintaining agency master calendar.
- Support completion of work products in a timely manner.
- Performs purchasing functions within established guidelines.
- Produce flyers, brochures, reports, and other assigned documents using approved templates.

**Program (Title IB) Support Specialist duties:**
- Conduct research, compile data and prepare papers for consideration.
- Word process, spreadsheet and database preparation, and correspondence.
- Work with various data management programs; maintain record management systems.
- Prepare reports, memos, marketing materials, letters and other documents, using word processing, spreadsheet, database, and/or presentation software.
- Assist with meetings and events; Compile and distribute minutes/notes of meetings.
- Complete special time-limited projects and other administrative and clerical duties as necessary to support activities of the organization.
- Supports direct service processes/components.

**ESSENTIAL SKILLS AND KNOWLEDGE**

**Education:** Minimum AA degree.

**Demonstrated Experience:**
- Ability to work independently, as well as take direction and balance high achievement in fast-paced work environment with a diverse range of assignments.
- Minimum of three years secretarial, office or related experience.
- Entrepreneurial mindset and clear thinking.
- Strong organizational and time-management skills, including ability to handle multiple tasks simultaneously and effectively.
- Excellent analytical and research skills. Ability to extract and interpret data. Analytical mind-set.
- Proficiency with Microsoft Office programs.
- Strong leadership and decision-making skills.
- Ability to participate as a team player with effective communication and problem-solving skills.
- Troubleshoot technology issues and forward unresolved problems for IT support.
Facility with written communication, including preparation of minutes, meeting notes and short documents.

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

• This 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 to 5:00 PM. Occasionally alternate schedule/hours as may be required to effectively execute duties of the position.
• Valid Washington State driver license required with properly licensed and insured automobile available during work hours.
• Work is conducted primarily in an office setting and may occasionally involve some travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates.
• The position requires a criminal background check as condition of employment.
• 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 incumbent must maintain strict confidentiality in performing duties.

BENEFITS
Salary starts at $40,399 annually. 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.

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. List Professional References (contact information only, minimum two)
4. Response to the following two questions:
   • Summarize your understanding of the position?
   • How are you uniquely qualified 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 is open until filled.

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