



NORTH SHORE WORKFORCE BOARD

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Posting 2-8-21

Executive Director of the MassHire-North Shore Career Center

Reports to:

MassHire-North Shore Workforce Board Executive Director and Workforce Board Lead Elected Official

About the Organization:

The MassHire-North Shore Career Center (MHNSCC) is a regional, multi-partner one-stop organization that provides quality workforce services to companies and job seekers in the North Shore region. The MHNSCC operates under the direction of the MassHire-North Shore Workforce Board (MHNSWB) and the Mayor of the City of Salem, MA, which is the grant recipient and fiscal agent of funds received. As part of the Massachusetts MassHire System, the MHNSCC exemplifies, in all aspects of work, the four MassHire values of *Collaboration, Responsibility, Respect, and Ingenuity*.

Position Summary:

As part of the MHNSWB management team, this individual leads the implementation and management of the One-Stop Career Center System for the 19 cities and towns in the North Shore area. This involves participating with the MHNSWB as it develops a state-approved strategic plan for career center strategies that meet the unique needs of the area. The MHNSCC Executive Director executes, and where required by law responds to, MHNSWB-authorized career center RFPs and contracts that reflect this plan. The Executive Director provides overall leadership and supervision to an integrated management team that is multiple-source funded and located in the main Career Center as well as in off-site access points. The Executive Director is responsible for ensuring that public career center activities take place in the most efficient, cost-effective, and successful manner and that business and individual customers receive the highest-quality workforce and labor market services.

Primary Duties:

1. Works as part of a team with the MHNSWB in the planning of MHNSCC activities.
2. Leads the development of MHNSCC strategies and services that reflect the MHNSWB mission, vision, and goals and serve the unique labor market needs of the area.
3. Directs and manages the MHNSCC (approximate staff size of 30+ employees) as it implements programming through funding contracts, providing staff supervision, oversight, guidance, and continuous improvement in areas such as regulatory interpretation, staff training, problem solving, partnership and program development, as well as corrective action when needed.
4. Also leads the MHNSCC in developing new and innovative strategies that respond to the needs, interests, and capabilities of job seekers and answer the talent needs of local companies. Assists in resource development (including grant writing) required to implement these strategies.
5. Builds partnerships with new and existing organizations that result in high-quality universal services to businesses and job seekers through an integrated management structure, including functional supervision over partner staff working at the MHNSCC.
6. Monitors MHNSCC performance in relation to the local contract, the annual plan, and other contracts and grants with funders, and provides regular reports to the MHNSWB and relevant committees on performance, with specific steps to improve performance when required.
7. Evaluates, through surveys, focus groups, and other mechanisms, the performance of the MHNSCC in relation to customer satisfaction.
8. Participates periodically in regional, state, and national efforts to address workforce development issues specifically, or in relation to, work-related issues such as transportation and housing options for local residents.

Qualifications:

Strong personnel management and organizational skills are required, including the ability to work with multidisciplinary teams. This position requires extensive engagement and relationship-building with external stakeholders such as community organizations, non-governmental organizations, and government leaders and foundations.

1. Bachelor's degree in administration, public policy, education, or related fields required; master's degree preferred.
2. Strong knowledge of federal and state workforce development laws, policies, directives, and other related regulations and practices and the ability to interpret them.
3. Deep knowledge of Career Center initiatives and systems.
4. Extensive knowledge of, and experience with, successful corporate talent development practices.
5. Extensive knowledge of, and experience with, successful training and job placement services for workers seeking employment and/or career changes.
6. Demonstrated proficiency in managing grants from multiple funding sources.
7. Demonstrated proficiency in working with budgets and established performance standards.
8. Demonstrated experience successfully hiring, supervising, motivating, mentoring, evaluating, supporting, and professionally developing an integrated management team that provides the same services to their direct reports. In addition, provide leadership and functional supervision to partner staff who provide their services to career center customers on a regularly-scheduled basis.
9. Proven ability to motivate staff to continually improve performance.
10. Proven ability to work with companies and individuals with diverse workforce development needs and to develop and implement creative solutions for these needs.
11. Demonstrated ability to motivate teamwork and group problem solving.
12. Commitment to uphold the MassHire values of *Collaboration, Responsibility, Respect, and Ingenuity*.

Salary Range:

\$85,000 to \$100,000 based on experience.

Full City of Salem benefits, including medical, dental, retirement, earned time off, etc.

Application Process:

Using the subject line "CCED Applicant," please email a resume and a cover letter to kheen@masshire-northshorewb.com