MASSHIRE-NORTH SHORE CAREER CENTER
Assistant Director

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, Respect, Reliability,* and *Ingenuity*.

Reports to:
MassHire-North Shore Career Center Executive Director (CCED)

Position Summary:
As part of the MHNSCC management team, the Assistant Director (AD) provides support and leadership to all Career Center staff in serving job-seeking customers and, in some specific cases, business customers. This work is driven by the One Stop Career Center contract as well as the MHNSWB strategic plan and other contracts and documents that fund the NHNSCC. The AD helps develop strategies and policies that lead to successful customer service and then provides leadership to staff as strategies and polices are implemented, and when necessary, adjusts these strategies and policies. The AD also addresses issues that arise in emergencies or special circumstances that require unique and/or efficient responses to keep customers on a track to success. In addition, the AD provides support and back-up to the CCED when the CCED is unavailable to respond to routine situations or unique conditions when decisions must be reached quickly and effectively.

This position will also be responsible for marketing and outreach in the community. This will be achieved by working closely with the IT Manager and website developer to manage the MassHire-North Shore Workforce Board and MassHire-North Shore Career Center websites. The AD will also write, update, and oversee all marketing materials as services change and events (i.e. job fairs, recruitments, training opportunities, special events) and new initiatives are announced for the North Shore Career Center and the Workforce Board.

The AD also works on special projects and innovations that require in-depth attention to ensure that success is attained and that Career Center policies and procedures are adjusted based on lessons learned through these projects.

Primary Duties:
1. Works as part of a team with the MHNSCC in the planning of MHNSCC activities.
2. Supports the development of MHNSCC strategies and services that reflect the MHNSCC mission, vision, and goals and that serve the unique labor market needs of the area.
3. Supporting the oversight of the WIOA, Youth Career Center, Wagner-Peyser programs and other partner programs, the AD serves the job-seeker staff as they implement programming through funded contracts; provides ongoing assistance with staff supervision when needed by career center managers, guides continuous improvement in areas such as regulatory interpretation, staff training, problem solving, partnership and program development, and takes corrective action when needed.
4. Also supports the CCED and 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 and support the efforts of the Youth Career Center. Assists in resource development (including grant writing) required to implement these strategies.

5. Builds and supports partnerships with new and existing organizations that result in high-quality universal services to businesses and job seekers through an integrated management structure.
6. Supports the CCED as the CCED monitors MHNSCC performance in relation to the local contract, the annual plan, and other contracts and grants with funders, and, when required, contributes to regular reports to the MHNSWB and relevant committees on performance, with specific steps to improve performance when required.
7. Supports the CCED as the CCED, through surveys, focus groups, and other mechanisms, monitors 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.
9. Periodically reviews staffing structure, skills needed, and compensation to ensure the organization meets its goals.

Required 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 both internal and external stakeholders such as community organizations and non-governmental and local governmental organizations.

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. Demonstrated capacity to use sound judgement in managing complex and varied programs and challenges in a fast-paced and changing environment
4. Deep knowledge of Career Center initiatives and systems.
5. Deep knowledge and experience with spreadsheets including creating, monitoring, analyzing, and balancing data.
6. Knowledge of, and experience with, successful corporate talent development practices.
7. Extensive knowledge of, and experience with, successful training and job placement services for workers seeking employment and/or career changes.
8. Demonstrated proficiency in managing grants from multiple funding sources.
9. Proficiency in working with budgets and established performance standards.
10. Demonstrated experience successfully supervising, mentoring, and professionally developing direct report managers and staff.
11. Proven ability to motivate staff to continually improve performance.
12. Proven ability to work with companies and individuals with diverse workforce development needs and to develop and implement creative solutions for these needs.
13. Commitment to uphold the MassHire values of *Collaboration, Respect, Reliability,* and *Ingenuity*.

Collaboration MassHire believes in the power of partnership and streamlined integration of services to achieve effective and timely result for those we serve.

Respect MassHire is committed to understanding and valuing the diverse, unique requirements and professional goals of the businesses and people we serve.

Reliability MassHire creates trust and reliability by consistently delivering high-quality professional services at each location and in every interaction.

Ingenuity MassHire leverages flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise.

Physical Demands and the Work Environment:
The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate and use various types of office and computer equipment, printers and the like. The employee is required to be mobile. The employee must occasionally lift and/or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is a typical office setting, the noise level is moderate, and it can fluctuate when the employee or other staff are using various office machines.

Salary Range:
Up to $80,000 based on experience. Full-time 37.5-hour work week primarily in-person with some hybrid opportunities based on workflows and responsibilities; full City of Salem benefits, including medical, dental, pension/retirement, earned time off, etc.

Application Process:
Qualified applicants are encouraged to email a cover letter and resumé by April 26th, 2024, to jobs@masshire-northshorewb.com. Applications will be reviewed on a rolling basis and the hiring process may move forward before that date.

The City of Salem's MassHire-North Shore Workforce Board is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.