



## VACANCY ANNOUNCEMENT Career Center Manager

Anne Arundel Workforce Development Corporation (AAWDC) is a nationally recognized, innovative workforce development organization that provides high quality workforce development services to drive purposeful change in Anne Arundel County and across Maryland. AAWDC is the bridge between understanding the workforce and talent development needs of local and regional businesses and preparing individuals to meet their full career potential. AAWDC's vision, mission, and core values are at the heart of the way the organization achieves success.

The Anne Arundel County Career Center provides talent development solutions and career development services to County businesses and residents. Anne Arundel County Businesses can connect with qualified talent and get customized solutions to meet their talent development needs. Individuals can connect with services to help build their success in starting, transitioning, and advancing in their career.

We are seeking a **Career Center Manager**. This is a professional full-time supervisory position that will report to the Director Office of Research, Performance and Compliance.

### Position Summary

The Career Center Manager will oversee the day-to-day functions of the center along with supervising the Intake Navigator, the Career Center Receptionist, and the Testing Center Coordinator, with a view of maintaining superior customer service and referral services. In addition, the Career Center Manager ensures maintaining a high-level service delivery of Career Center services with a view to supporting the achievement of performance goals within the Anne Arundel Career Center system. This position will also identify any weaknesses within the Career Center system and recommend strategies for improvement to the Director.

### Required Knowledge and Abilities

#### Education

B.A. degree in human resources, human services, education or related field is required. In exceptional cases, two years of directly related experience, in addition to the experience requirement below, may be considered in lieu of degree attainment.

#### Experience and Knowledge

Two years of experience in a professional environment, preferably in workforce development. In depth knowledge of WIOA regulations, guidelines and performance measures. Knowledge of Employment Training and Services, federal, state, and other local workforce development policies and procedures; knowledge of Maryland Workforce Exchange or similar information system; demonstrated customer services and team building skills, including ability to address problems and questions; good oral and written communication skills, including ability to interpret and convey complex policies and procedures to staff and customers. Ability to make presentations to individuals and groups.

#### Skills and Certifications

Proficiency in Microsoft Office Suite, to include Excel and Word, must be verifiable. Knowledge Salesforce Application or other customer-tracking database. The position requires excellent organizational skills to include the ability to prioritize work and manage deadlines successfully. Commitment to outstanding service delivery, teamwork and client outcomes must be verifiable through references.

**To Apply:** Send cover letter with salary requirements and resume to [jobs@aawdc.org](mailto:jobs@aawdc.org) by September 15, 2017.

No phone calls or mailed applications will be accepted. Only selected applicants will be contacted.

***Anne Arundel Workforce Development Corporation (AAWDC) is an Equal Opportunity Employer.***