

**FIVCO AREA DEVELOPMENT DISTRICT
POSITION DESCRIPTION**

JOB TITLE: One-Stop Operator
REPORTS TO: FIVCO ADD Executive Director
And TENCO WDB Director

SALARY RANGE: \$25-50,000

Housed in Morehead, KY but will travel throughout the 10 county area

GENERAL SUMMARY:

Will: manage and provide oversight for services and activities provided through the Kentucky Career Centers; coordinate the service delivery of one-stop partners and service providers; facilitate the completion of and implement the Memorandum of Understanding; analyze customer flow; improve customer access to services; increase awareness of Career Center services; implement federal, state and local initiatives, streamline workforce services and perform other duties as assigned.

ESSENTIAL DUTIES AND TASKS:

1. Coordinate service delivery between multiple partner agencies and in a multi-center area.
2. Oversee and evaluate general operations such as Career Center hours and maintenance.
3. Implement Federal, State, and Local Career Center regulations, guidance and initiatives.
4. Streamline services through common intake, referral procedures, team-based case management, and other initiatives identified through Federal, State or Local guidance.
5. Evaluate quality and quantity of services provided.
6. Develop, implement and evaluate system and Career Center goals.
7. Convene and facilitate regular partner meetings by preparing agendas, discussion materials, data and other items as required.
8. Assist with the development and implementation of the Memorandum of Understanding, Infrastructure Funding Agreements and other KCC system agreements.
9. Oversee KCC certification process for each center.
10. Evaluate performance data for each KCC, and if necessary, develop and implement methods for continuous improvement.
11. Present reports to the TENCO WDB and Career Center Committee.
12. Request and assist in the development of electronic and hard copy outreach/promotional literature and activities
13. Establish regular communication modes with all partners and front line staff.
14. Ensure that each center and services are accessible for all customers.
15. Assist with coordination of partnerships among agencies to ensure a holistic array of services are available without duplication.
16. Professionally represent the KCC at meetings, in the community, and with other agencies and government officials.
17. Educate the community about KCC services.
18. Assist in the coordination and implementation of staff development.
19. Develop policies and procedures for the KCC system.
20. Ensure the KCC has adequate resources to meet the needs of the customer.
21. Ensure technology is utilized at its maximum potential in order to provide alternative avenues for service delivery.
22. Serve as the board staff on the Career Center Committee.
23. Other responsibilities as assigned.

WORKING CONDITIONS:

Work is typically performed in an office sitting at a desk. Regional and out-of-state travel and some overnight travel will be required. Valid driver's license is required.

EFFORT:

Must be able to effectively communicate in written and through verbal interaction. Requires attention to detail. Occasional light lifting.

MACHINES, TOOLS AND EQUIPMENT:

Equipment typically used includes personal computer, tablet, laptop, scanner, printer, calculator, fax machine, copier and paper shredder.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Business Management, Administration or Human Services related field. Experience in Workforce strongly preferred. The incumbent must be able to pass any required drug test and new hire background check.

SPECIALIZED SKILLS AND KNOWLEDGE:

- *Excellent communicator with diverse populations.
- *Must complete work in a timely, accurate and thorough manner and be conscientious about assignments.
- *Knowledgeable of employment and training laws, Civil Rights laws related to employment, education and training and the Americans with Disabilities Act.
- *Provide services in a professional manner and maintain constructive working relationships.
- *Computer literate.
- *Ability to prioritize work and organize tasks.
- *Professional in appearance.
- *Ability to work in group or individualized setting.
- *Ability to work in fast-pact environment.
- *Must maintain confidentiality.

FIVCO reserves the right to revise and alter this job description as needed.

To apply, send resume to: FIVCO ADD, 32 Fivco Court, Grayson, KY 41143 or sherry@fivco.org

EMPLOYEE STATEMENT:

I have read this job description and a copy has been provided to me. My signature below certifies that I am able to perform the essential functions of this position.

Employee Signature

Date