

**Buffalo and Erie County  
Workforce Development Consortium, Inc.**

**Job Title: THRIVE Buffalo Program Coordinator**

<b>Department: THRIVE Buffalo</b>	<b>Salary Range: \$50,000-\$55,000</b>
<b>Location: Buffalo Employment &amp; Training Center (BETC)</b>	<b>Classification: Full Time Grant Related</b>
<b>Reports To: BETC Executive Director</b>	<b>FLSA: Non-Exempt</b>

**Summary:**

This is a professional level position with responsibility for coordinating the THRIVE Buffalo program. The position will provide daily operational leadership and direction to a comprehensive education, training, placement and follow-up program serving low-income individuals. The Program Coordinator must have excellent interpersonal skills in order to interface with workforce system partners and staff, participants, and state and local stakeholders, including faith-based organizations, community development entities, the business community, and the general public. This position requires knowledge of workforce development practices and programming, dynamics of the workplace, vocational training programs, placement, follow-up, support services, and information management.

**Primary Functions and Responsibilities**

Coordinates all program components including day-to-day operations of the THRIVE Buffalo Program, including outreach and recruitment, orientation, educational and vocational training, case management, job readiness training, placement and support services. Maintains a regular presence at training sites to deal with any issues. Also responsible for program and service development, responsible for collecting and maintaining all information, and documents necessary to fulfill local and Federal reporting requirements. Supports the WIB and WDC in maintaining the fiscal and services integrity of the program and ensures that all rules and requirements of the program are met.

- Coordinate all aspects of program operation including outreach, recruitment, classroom and on-site training, placement, and post-placement services
- Ensures program is results oriented
- Tracks, monitors and reports on program progress and outcomes using the One Stop Operating System (OSOS)
- Manage OSOS and troubleshoot any problems that arise

- Develop and implement outreach plans to ensure that sufficient numbers of individuals are recruited into the program
- Employment opportunity development
- Implement training, placement and supportive services for participants
- Serves as program spokesperson for outreach and public relations
- Coordinates daily activities of THRIVE Buffalo program; supervises Career Advisors and Recruiters. Identify and address staff development needs as necessary
- Reports program progress and issues to the Executive Director of BETC through established reporting guidelines
- Works with the BETC and the WIB to ensure THRIVE activities comply with all requirements
- Communicates regularly with peers and other community groups to raise awareness of the THRIVE Buffalo
- Stays current on best practices in workforce development practices and service delivery methods
- Ensures that record keeping system includes appropriate hard copy files and electronic files

### **Qualifications and Basic Requirements:**

Bachelor's Degree Required/Master's Degree Preferred in Social Science, Human Services, or related field with minimum of two years supervisory/management experience

### **Skills, Knowledge, and Abilities**

- Thorough knowledge of employment and training programs, management and workforce development
- Knowledge of methods and techniques applicable to assessment, case management; training, education and placement of low-income individuals;
- Superior oral and written communication skills;
- Significant supervisory and team building experience;
- Experience in working with diverse staff and customers
- Knowledge of employment trends and development needs in the Western New York preferred

## **Essential Physical/Mental Functions**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Elements**

- Lifting and carrying 10-20 pounds occasionally;
- Pushing and Pulling 10-20 pounds occasionally;
- Ability to stand, walk and sit frequently;
- Ability to speak and hear, both in person and on the telephone frequently;
- Repetitive use of hands to finger, handle, feel and operate standard office equipment frequently;
- Ability to bend, squat, kneel, reach, balance and climb stairs occasionally
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

### **Mental Performing Elements**

- Regularly required to use written and oral communication skills
- Organizing and coordinating schedules;
- Read and interpret data, information and documents;
- Analyze and solve non-routine and complex office administrative problems;
- Use math and mathematical reasoning;
- Observe and interpret situations;
- Learn and apply new information or skills;
- Perform highly detailed work on multiple, concurrent tasks;
- Work under intensive deadlines with frequent interruptions;
- Interact with Center directors, managers, staff, customers, the public and others encountered in the course of work;
- Completing written work related reports.

### **Additional Requirements:**

- Must be able to travel among various locations. Must have a valid driver's license;

- Ability to work flexible hours including evenings and Saturdays;
- Proficient in the use of the Microsoft Office Suite.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.