**WHITE RIVER PLANNING AND DEVELOPMENT DISTRICT**

**ONE-STOP CENTER MANAGER/MARKETING COORDINATOR**

White River Planning and Development District, Inc. (WRPDD) is a regional non-profit agency located in Northcentral Arkansas. The agency serves a ten county area of Cleburne, Fulton, Independence, Izard, Jackson,Sharp, Stone, Van Buren, White, and Woodruff Counties. Serving as the Administrator and Service Provider of the Workforce Innovation and OpportunityAct (WIOA) Program WRPDD focuses on increased coordination among federal workforce development and related programs.

As a result of WIOA legislation the nation’s workforce development system provides critical support and services to workers who want to develop the necessary skills for a good job and to employers who need skilled workers to compete. It reflects the realities of the 21st century economy and meets the needs of job-seekers, workers, and employers. WIOA presents an opportunity to improve job and career options for workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

The WIOA system of One-Stop Centers directly provides an array of employment services and connects customers to work related training and education. The One-Stop Center system aligns investments in workforce, education, and economic development to regional in-demand jobs. The White River region has two comprehensive One-Stop Centers located in Batesville and Searcy. An affiliate One-Stop Center is located in Newport. WRPDD is currently searching for a One-Stop Center Manager to coordinate the responsibilities of the three Centers.

**Key Responsibilities Include:**

Coordinating the service delivery of required and voluntary one-stop partners and service providers with a focus on common goals around access and quality of services for customers;

Providing oversight to One-Stop Center System and technical assistance, including assessment of customer satisfaction and customer experience with program services;

Convening all partners and providers on a regular basis to determine, assess, and report on common goals;

Assisting with coordinating Affiliate and Satellite locations, including assisting with the development of a training and communication plan for affiliated sites;

Assisting in the development of policies and processes to support the mission and vision of the One-Stop System;

Fostering an environment of clear communication between one-stop partners and providers, as well as customers;

Aligning activities functionally;

Ensuring that Local Board policies are implemented and adhered to;

Implementing policies and initiatives developed by the funder;

Providing recommendations for professional development and service delivery innovations;

Ensuring that One-Stop System performance is on target with overall system goals; reports System activities and outcomes to the funder; provides recommendations for improved outcomes; and evaluating customer satisfaction;

Partnering with the funder to strengthen the One-Stop System through communication, service delivery, and other opportunities for enhancement;

Recruiting new partners and providers to the One-Stop;

Ensuring contract compliance with federal, state, and local mandates and contractual goals;

Supporting One-Stop System staff development to increase overall knowledge and awareness;

Assisting the funder in the development of content for and the coordination of receiving signed Memorandum of Understanding and /or Resource Sharing Agreements;

Serving as liaison with the funding source, mandated, and voluntary partners and providers, businesses and business-serving organizations, and training providers;

Addressing and resolving issues relating to growth and space;

Facilitating sharing of data;

Ensuring non-program EEO requirements are met, including coordinating staff training, and ensuring EEO posters and processes are in place; and

Other duties as assigned.

**MARKETING POSITION**

In addition to the One-Stop Center Manager duties, the successful applicant will also be involved in the marketing of the WIOA programs throughout the 10-county District.

Duties of the Marketing position include the following:

* Developing and implementing the WIOA marketing regional strategy;
* Conducting outreach to potential job placement entities such as industries, local businesses and schools. Also contact with local Chambers of Commerce and Economic Development personnel to share information on WIOA benefits available to participants and to employers;
* Planning and conducting quarterly WIOA Board meetings;
* Meeting with WIOA state personnel to assure compliance with regulations;
* Creating a wide range of different marketing materials;
* Maintaining effective internal communications to ensure that all staff are kept informed of marketing objectives;
* Assisting Program and Administrative Directors with formation of Policies and Procedures;
* Current knowledge of federal and state laws, statutes, policies and regulations pertaining to Workforce Investment Boards and the Workforce Innovation and Opportunity Act.

**Specific requirements:**

A bachelor’s degree in business administration, public administration or a related field, with a minimum three years demonstrated experience administrating workforce development, human resources, or government related services; excellent communication skills and excellent writing skills.

Successful applicant must have a valid Arkansas driver’s license. Extensive travel in the 10-county District will be required. Company vehicles are available for employee use or employee can use personal vehicle and be reimbursed mileage at the federal rate. Meetings in Little Rock are also required. Overnight travel will be required occasionally but is not a frequent occurrence.