

## **Mission Service Manager**

**Exempt Full-Time, \$32,000 - \$34,000/YR**

### **Summary**

This position is responsible for oversight of programs and the success of those programs. The manager is responsible for new program and course development proposals and documents per approved processes. The manager provides support of new program development activities with staff to ensure start-up instructional needs are met.

### **Essential Job Functions:**

- Identify new and emerging workforce needs in the community, region, state, and nation.
- Prepare appropriate documentation in a timely manner to support new program proposals and course development consistent with established policies and procedures.
- Provide oversight of WFD programs and service delivery.
- Monitor compliance within the department and maintain appropriate records of compliance.
- Actively promote relationships within the community, with businesses, Independent School Districts, local workforce development boards, and practitioners to serve clients and market workforce development programs and courses.
- As requested, engage in speaking at civic events to describe opportunities for workforce development, educational programs, and corporate training initiatives.
- Participate in professional development activities.
- Assist in coordinating Advisory Board meetings.
- Screen and assess the need for Goodwill clothing vouchers.
- Monitor needs within the department (technical needs/supplies/maintenance) and submit requests per the policies that are established.
- Assist in preparing reports for funders, Board of Directors, Mission Committees, and for Goodwill International as requested.
- Other duties as assigned.

### **Abilities:**

- Must have management experience.
- Must have exemplary personal communication abilities to work with team members in a genuine and empathetic manner.
- Must have excellent time management skills to prioritize a wide variety of duties concerning team members and general oversight of programs.
- Must have the ability to problem solve in cases involving customers and staff and take appropriate action.

### **Education/Experience:**

- Bachelor's degree in Vocational Rehabilitation, Education, Public Administration, Human Services, or other related field (Master's preferred).
- Two-Three years leadership experience including senior leader team interaction and director/staff supervision of multiple off-site programs.
- Financial reporting competence.
- Demonstrated proficiency in Word, Excel, Power Point, and Access.
- Demonstrated skills in developing WFD programs, creating curriculum and lesson plans.
- Must have valid current driver's license and good driving record to obtain auto insurance coverage.