



**Mission:** East Cascades Works supports the talent needs of employers and maximizes and aligns investments in the career goals of individuals to fuel a thriving economy.

**Vision:** We envision an East Cascades region with thriving communities, where residents have access to education and training which leads to living wage jobs, and businesses find the qualified talent they need to succeed.

**Values:** *We are all East Cascades Works Ambassadors.* We embrace equity and inclusion. We are trusted experts in workforce development and rigorous stewards of public funds. We are collaborative neutral conveners. We inspire a call to action. We are results-driven. We are innovative problem solvers.

**East Cascades Region:** The East Cascades workforce region includes ten counties in rural Oregon: Hood River, Wasco, Sherman, Gilliam, Jefferson, Wheeler, Deschutes, Crook, Klamath and Lake. This region has three very distinct labor sheds: Columbia Gorge, Central Oregon, and Klamath Basin; home to over 300,000 people and spanning 30,000 square miles.

#### **EC Works Organizational Description:**

East Cascades Works (EC Works) is a non-profit organization that focuses efforts and investments in the talent needs of employers and in providing equitable access to workforce services and training programs for youth and adults throughout three unique rural labor sheds: Columbia Gorge, Central Oregon, and the Klamath Basin; and includes Celilo Village, Warm Springs and Klamath Tribal communities.

EC Works is primarily funded by the US Department of Labor's Workforce Innovation and Opportunity Act (WIOA) as such the core function of our organization is to oversee the public workforce system, locally branded as WorkSource, throughout the 10-county region we serve. This work focuses on funding career services and ensuring equitable access to secondary and post-secondary education completion, work-readiness training, and career placement for youth and adult jobseekers in our community. As the public's workforce system, our providers work with job seekers who are unemployed or underemployed and we prioritize services to veterans, emergent workforce, individuals who are deficient in math and reading, those living in poverty, justice system involved, English language learners, and those experiencing disabilities. We make additional investments, both monetarily and by staff commitment to work alongside members of these populations to understand and assess key issues and areas of inequity and access to education and career services. We advocate with and/or on behalf of our core partners; Oregon Employment Department, Department of Human Services, Vocational Rehabilitation, Oregon Commission for the Blind, Central Oregon Community College, Columbia Gorge Community College, Central Oregon Intergovernmental Council, and Klamath Community College, at a state and local level to implement programs and solutions that ultimately improves education and career outcomes. In doing this, we're simultaneously supporting the local economy, by expanding the labor pool to include often untapped talent.

Much like the targeted populations that our board prioritizes, they have identified four high demand industries that offer living wage occupations. Those sectors are Health Care, Technology, Construction and Manufacturing. Our business support partners include the Oregon Employment Department, Youth Career Connect, economic development organizations, chambers of commerce, industry associations, and business organizations that work in the four targeted sectors mentioned above.

EC Works takes pride in developing innovative best practices, being good stewards of public funding focusing on sustainability, strategic planning, budget management, fiscal and program compliance with rigorous management of complex funding streams.

**EC Works is searching for a Regional Business Services Program Manager who:**

- Enthusiastically embraces the Mission, Vision and Values of EC Works
- Thrives in a creative and collaborative team environment as well as independently
- Cultivates and fosters lasting partnerships with both new and existing stakeholders
- Has a customer service mindset and uses feedback constructively to improve upon and celebrate success
- Bravely addresses and solves complex problems, resolves conflict, and inspires a call to action
- Remains calm and positive in high pressure or high stress situations
- Is adaptable, flexible and takes initiative
- Is a critical thinker and problem-solver with a growth mindset and has the ability to coach and guide others in uncovering their own solutions
- Has a willingness to travel
- Unparalleled flexibility: stellar organizational skills and follow-through, ability to prioritize and drive progress across multiple projects, adapts quickly and moves at the speed of business
- Exemplary and engaging communication skills, especially around breaking down complex structures into digestible and relevant points for a diverse set of client stakeholders – at all levels; unicorn-like interpersonal abilities
- Thrives in a highly dynamic, rapid-growth and demanding environment. Possesses a burning desire to close deals

**Experience Preferred:**

- Working understanding of the public workforce system in Oregon (WorkSource) and Workforce Innovation and Opportunity Act (WIOA)
- Familiarity with highly regulated Federal funds, including the ability to interpret and apply rules and regulations to field operations
- Experience in project and/or contracts management, proficient in project conception and initiation, planning, execution, performance/monitoring, and project close
- Successful track-record in closing deals for sales or in non-profit fundraising
- Experience in workforce development, economic development, education, public administration, human resources, marketing, and/or related field
- Proficient in technology such as online meeting platforms, basic trouble shooting on a personal computer, working knowledge of Microsoft Office programs; Outlook, Word, Excel, PowerPoint
- Demonstrated ability to work well independently, and in a task-oriented, team environment
- Jedi-like anticipation and awe-inspiring attention to detail

- Consistent display of optimism, creativity, and self-confidence

### **Full Job Description:**

The role of the Regional Business Services Program Manager is two-fold: 1) work internally with partner organization's Business Services team members to ensure quality services are provided to employers, and job seekers, and 2) work externally with community stakeholders and employers to address industry needs such as:

- Work in partnership with the Operations and Program Directors to make strategic and outcome-based investments
- Oversee investments in Incumbent Worker Training, Cohort Training, Customized Training, and Industry/Sector Partnerships
- Work collaboratively with other members of the EC Works team to develop innovative and customer-driven strategies for aligning business services with training related services within the East Cascades region
- Coordinates business service-related activities for the East Cascades region with a focus on the Construction, Health Care, Manufacturing and Technology Industries
- Superb listening skills; you must understand objections and defeat them by turning skeptics into ecstatic new customers. Ability to uncover customer needs and desire by asking quality probing questions
- Coordinates and collaborates with local partners in the strategic targeting of businesses for service needs and connection to available resources
- Works with WorkSource, youth service and registered apprentice partners to link and leverage workforce, economic development, and other needed services to solve and meet employer needs
- Meets, coordinates, and collaborates with area businesses, chambers of commerce, human resource associations, industry associations and economic development organizations on an ongoing basis to determine specific workforce needs
- Consults and collaborates with internal departments and local training vendors to coordinate training activities that may include on-the-job training, incumbent worker training, customized training, to meet the needs of area businesses
- Supports economic development efforts to attract new, and retain and expand existing businesses in the region
- Implement strategic vision of the organization at a sub-regional and local level
- Coordinate across programs and projects
- Oversee sector partnerships, Rapid Response/Layoff Aversion strategies, WorkSource Business Services and Youth Career Connect programs throughout the entire East Cascades region
- Implement evidence-based workforce diversity, equity, and inclusion strategies in targeted sectors to promote a diverse workforce pipeline that will stimulate economic growth and influence an inclusive environment

- Manage and oversee the compliance and performance on professional services contracts' scopes of work and deliverables. Implement corrective action and provide technical assistance when projects or programs are not meeting contract obligations
- Aid in the development and implementation of procurement opportunities for contracts and grants
- Facilitate meetings with various key stakeholders, both in person and remotely via use of technology
- Develop program standards and protocols that ensure continuous improvement and quality workforce services
- Provide direct support and detailed reporting to EC Works' Program Director
- Work with EC Works Program Director to identify risks and opportunities across multiple programs, strategies and/or resources
- Experience with growing significant customer relationships interfacing with executive-level decision makers
- Other duties as assigned

**Benefits and Compensation:**

- Competitive salary \$69,000 - \$71,799 DOE
- 401 (k)
- 401 (k) matching
- Health insurance
- Dental insurance
- Vision insurance
- Disability insurance
- Life insurance
- Employee assistance program
- Paid time off
- Remote working environment

**Working Conditions:**

- While our main office is in Bend, Oregon, this position may work remotely within the one of the 10 EC Works counties as described above
- The functions of this role are typically completed in an office setting with low to moderate physical activity, and yes, your work will likely be interrupted as activities unfold throughout the day
- Daytime and overnight travel may be required
- Job type: full-time
- Work culture description: We have an innovative, responsible risk-taking, strengths-based, highly productive, and fun culture. We are team-oriented and thrive in a cooperative and collaborative environment

**To Apply:**

- Submit Resume and Cover Letter to [ECWorks@ecworks.org](mailto:ECWorks@ecworks.org)

**Application Submission Due:** Friday, December 3, 2021

**Interviews Anticipated:** The week of December 13<sup>th</sup> – 17<sup>th</sup>

**All inquiries, questions and applications must be submitted in writing to:** [ECWorks@ecworks.org](mailto:ECWorks@ecworks.org)