



Managed Career Solutions, SPC. (MCS) has over 25 years experience providing high quality employment and training and human services to residents of the City and County of Los Angeles, and more recently Orange, Ventura and Santa Barbara Counties. MCS seeks to hire and retain team members who will strive to achieve our vision: *To Deliver World-Class Services to Our Customers*; and work within the framework of our mission: *To provide Quality Employment, Training, and Business Services* to our community.

### **Job Description – Santa Barbara Program Director**

Reporting to the Executive Director, and assigned Regional Program Director, the The Santa Barbara County Program Director is in charge of meeting contractual goals and objectives of the Santa Barbara County American Job Centers Center and meeting and exceeding contractual performance goals.

#### **Essential Duties:**

Duties include, but are not limited to:

- Responsible for Successful Operation of WIOA Adult, Dislocated Worker, and other Special Projects operated by MCS in behalf of the Santa Barbara Workforce Development Board (SBWDB)
- Supervize both the Santa Barbara and Santa Maria American Job Center of California (AJCC) locations, and any other affiliate site in Santa Barbara County. Director may chose which office is their home office, but is required to be on-site at all Centers one day a week, at minimum.
- Review contracts and develop, with Regional Program Director, performance plan which, at a minimum matches contractual goals.
- Develop a performance plan for all staff to support agency meeting contract deliverables.
- Review all assigned staff performance annually, and more frequently as may be required.
- Provide support to staff to assist in their meeting their performance goals. This can include mentoring, coaching and training. When outside consultants are needed to fulfill this responsibility, Program Director is to identify said consultants and receive authorization from Regional Program Director to proceed.
- Fill staff vacancies as they arise.
- Identify staff issues where Corrective Action Plan (CAP) is needed. Implement CAP, with Human Resources (HR) support and approval, with the goal of a successful outcome for the Employee
- Dismiss Employees when necessary, with the support and approval of HR,
- Provide a monthly Agency Performance report, including contract deliverables, significant activities, and participation in any activity with the SBWDB.
- Attend all SBWDB meetings, providing whatever support and reports are requested.
- Develop and maintain a system of supervision wherein Program Managers accurately monitor files, ITAs and Support Services Requests. Depending on case loads, Program Managers may also have to engage in case management and Employer Relations activities.
- Responsible for all internal and external file audits.
- Be responsible for supervising the ordering, signing and tracking of support services, ITAs and WBL contracts.
- Scheduling meetings of the partner agencies, as needed, to review operation of the Center and to ensure continuous improvement of the Center and the workforce system.
- With support from HR and Regional Program Director, develop and implement, minimally annually, customer satisfaction surveys and reports for Participants, Employers, Staff and Partners.
- Work hand in hand with Regional Program Director to exceed performance goals of all programs at both AJCCs.
- Participation in the MCS leadership Team. These meetings are in Los Angeles County. When funding permits, travel to Los Angeles will be provided, otherwise participation will be through an on-line platform.
- Attend CWA conference as assigned.
- Other duties as may be assigned including site management.

## MANAGED CAREER SOLUTIONS



### **Essential Job Requirements**

- A minimum of three years of experience as a Program Director or Manager in a American Job Center of California or similar program
- Knowledge of local labor market, and growth industries. If applicant is not from Santa Barbara County, it is expected this information will be obtained and understood with one month of employment.
- Excellent computer and Microsoft Office skills, as well as fluency in video platforms.

### **Minimum Requirements:**

- BA or equivalent degree from an accredited college combined with at least 3 years of experience preferably in a grant-funded agency. or an AA degree with at least 5 years of relevant experience. Experience in managing WIOA programs is desirable.
- Ability to pass a background check
- Car, valid Driver's License and insurance

### **Personal Requirements:**

- Must be a Team Player, with both Management and Staff
- Strong personal mission to achieve excellence and develop positive outcomes for all stakeholders, colleagues, and of the corporation.
- “Can Do” Attitude
- Willing and able to “Go that Extra Mile” to help people achieve success.

### **Compensation:**

- \$90,000 to \$120,000 annually. The compensation rate fluctuates based on the total contracted funding by MCS with the SBWDB. If funding is low, the Program Director may be able to attain a higher salary (not to exceed the upper end of the range) by assuming Program Manager duties at one of the offices.

**Equal Opportunity Employer/Program**

#### **Managed Career Solutions**

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