



## Career Manager

Reports to the Operations Manager and is a salaried, exempt position. The Northeast Workforce Career Manager is responsible for providing a wide range of services to youth and adult job seekers including Recruit, enroll and manage adult and/or youth participants in the Workforce Innovation and Opportunities Act (WIOA) using a case management approach. Complete detailed and timely process paperwork ensuring accuracy. Provide high quality career and training services and high-quality job matches for local employers, jobseekers and referred customers across the seven-county region of Craig, Delaware, Mayes, Nowata, Ottawa, and Washington.

### Duties and Responsibilities:

- Application/Interview process (prior to enrollment)
- Responsible for determining the eligibility and suitability of customer
- Documents and uploads in State MIS in accordance with State and local policies and procedures. Responsible for helping a customer design their individual career path (ISS/IEP)
- Support customers to help them understand and overcome personal, social, or behavioral problems affecting their educational or vocational situations
- Collaborate with partner's staff to discuss customer's progress, academic, and other issues, and to determine goals for the customer and their support needs
- Maintain accurate and complete customer records as required by State, Local and company policies
- Prepare the customer for later educational experiences by encouraging them to explore learning opportunities and to persevere with challenging tasks
- Provide support to customer regarding educational issues, such as course and program selection, class scheduling and registration, school adjustment, truancy, study habits, and career planning
- Provide referrals to special services such as alcohol and drug prevention programs and classes that teach customer to handle conflicts without resorting to violence
- Responsible for identifying and providing the support services needed for a customer
- Responsible for customer achieving his/her career-path goals
- Maintains a database of community agencies' contacts to refer customer needing additional assistance
- Monitors customer's progression and provides support throughout enrollment
- May develop Work Agreements with Employers (Paid Work Experience)
- May work with Employers and be the intermediary between customer and employer
- Provides current labor market information to customers
- May provide direct job placement to the customer and/or enrollment into a Post-Secondary Institution / Advance Training
- Conducts follow-up (during and after exit)
- Other duties assigned
- 

*The above statements are intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

### Education and Experience Requirements:

- Bachelor's degree preferred or
- Two (2) years' relevant experience
- Direct Workforce or government contract experience preferred.

**Additional Requirements:** Ability to communicate orally and in writing at a professional level, listen and analyze expressed needs and suggest solutions and action plan. Must be results-oriented, self-motivated and display excellent organizational skills. Attention to detail is a must. Ability to use computers, proficiency in Microsoft Windows and Office, able to learn new software. Travel within the Northeast workforce region with Workforce offices located in Bartlesville, Claremore, Miami, and Pryor, will be required.

**ODLE is an EOE:** Equal access to programs, services and employment opportunities is available to all persons without regard to sex (including pregnancy), race, color, religion, national origin, citizenship, age, disability, genetic information, or any other basis protected by federal, state, and/or local law.