

PA CareerLink® Administrator

Advance Central PA is seeking a full-time, dynamic, professional individual to lead the PA CareerLink® Mifflin County and PA CareerLink® Centre County in alignment with strategic goals to meet the needs of business and job seeker customers. The ideal candidate will coordinate partnerships and programs that support workforce development initiatives and must have strong collaborative and leadership skills.

The PA CareerLink® Administrator has the responsibility of promoting collaboration among all PA CareerLink® staff and programs while ensuring operations run seamlessly and effectively. The Administrator will deliver outstanding customer service at all levels to meet workforce needs of the community. High integrity is essential as are problem solving and communication skills. The position is based in Lewistown, PA at the PA CareerLink® Mifflin County with 1-2 days in Bellefonte, PA serving the PA CareerLink® Centre County.

Essential Duties Include:

- Direct, manage and coordinate all functions and operations of two PA CareerLink® sites on a daily basis to ensure compliance and alignment with certification requirements, Advance Central PA's Local and Regional Workforce Development Plans, and all agreements and policies.
- Provide daily functional supervision of PA CareerLink® staff.
- Organize and direct PA CareerLink® operations and activities
- Direct and coordinate PA CareerLink® staff to fulfill operational functions/service delivery within funding streams, collective bargaining agreements, and governmental regulations.
- Implement a staff development and cross-training process in coordination with the Operator.
- Establish and communicate specific and measurable PA CareerLink® performance standards in conjunction with leadership and input from site staff.
- Implement a process to operate the PA CareerLink® in an effective and efficient manner and promote innovation and partnership to best serve customers in the one-stop system.
- Communicate and enforce PA CareerLink® policies and procedures.
- Respond to requests for information from external and internal customers, the media and the general public in compliance with Advance Central PA policy.
- Implement and monitor a system to address customer feedback regarding service delivery and make improvements as needed, in coordination with the Operator.
- Report to the PA CareerLink® Operator and inform development of PA CareerLink® policies and procedures that define operations such as hours of operation, data confidentiality, office closings, emergencies, etc. and ensure these policies and procedures are followed.
- Effectively communicate information, concerns and successes to appropriate parties in a timely manner.
- Oversee the fiscal aspect of PA CareerLink® analyzing needs and recommending changes based on expenditures, trends and service projections.
- Manage resources effectively, broadly oversee inventory, and approve supply orders.
- Engage in partner programming, such as serving as a member of the PA CareerLink® Business Solutions Team in order to remain apprised of employer needs, trends, etc. to facilitate effective delivery of services.
- Seek opportunities to develop workforce partnerships and/or initiatives that supplement services for targeted populations.
- Understand state and federal policies affecting targeted populations.
- Promote an environment of innovation and partnership.
- Participate on external committees as applicable.

Qualifications, Knowledge, Skills & Abilities:

- Bachelor's Degree in Management, Social Science, Public Administration, Education or related Human Service field
- Three (3) years of related training or experience (employment and training or related program)
- One (1) year of supervisory responsibility
- Ability to establish and maintain cooperative and effective working relationships with various stakeholders
- Proactive communication style and sound professional judgement
- Skilled at prioritizing with many competing projects; flexibility to change direction in accordance with the needs of the day.
- Ability to manage complex business, community and political relationships and effectively resolve conflicts to the benefit of all parties.
- Ability to form strategic coalitions, participate in complex collaborations and influence strategic partners and stakeholders.
- Excellent written and verbal communication skills
- Strong proficiency in Microsoft Office products including Word, Excel, Outlook, SharePoint, Teams, etc. and ability to use general office equipment
- Ability to manage a high level of accuracy when working on multiple projects
- Demonstrated problem solving skills
- Demonstrated, unquestioned ethics with ability to maintain a high degree of confidentiality
- Math skills, including in relation to collection and valid use of data

Working Conditions, Salary, and Benefits:

PA CareerLink® has a professional office environment. Must be able to work both independently and collaboratively in a team environment.

Starting salary: \$62,680 - \$65,466 dependent on experience

This is a full-time, exempt, 40 hour per week position.

Benefits include:

- 401(k) matching
- Health insurance
- Flexible spending account
- Life insurance
- Disability insurance
- Paid time off
- Flexible/family-centered work environment

Some local travel required.

To Apply:

Submit your cover letter, resume and a completed Advance Central PA Employment Application to Careers@AdvanceCentralPA.org. Please indicate "PA CareerLink Administrator Application" in the subject line.

Advance Central PA is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, gender, disability, veteran status, age or genetic information, sexual orientation, or any other status protected under local, state or federal law. Auxiliary aids and services are available upon request to individuals with disabilities.

Program funded with federal dollars. For more information, visit: <https://advancecentralpa.org/about-us/public-notices/>.