

JOB DESCRIPTION

Managing Director; Colorado Workforce Development Council

Updated July 2022

Purpose of the work unit:

The Colorado Workforce Development Council (CWDC or “the Council”), is a business-led council representing business, economic development, education, workforce development, and government throughout Colorado. The CWDC work unit that supports the Council is housed in CDLE; however, its role is to convene and coordinate collaborative talent development programs and initiatives across all state agencies and their local system partners. These agencies are identified as those that are charged with economic development, education, and workforce development. The overarching goal of the collaboration is excellence in service delivery to businesses, job seekers, and students, resulting in access to a skilled workforce for business and meaningful jobs for Coloradans.

This work unit exists to provide strategic, administrative, technical, and logistical support to the Colorado Workforce Development Council (CWDC), its sub-committees, and task groups. The unit administers and/or collaborates on various federal Workforce Investment Act (WIA), federal Workforce Innovation and Opportunity Act (WIOA), and statewide workforce system programs, grants, and initiatives. The unit represents and makes recommendations to the Governor on issues related to WIA/WIOA and other workforce issues. The unit facilitates collaboration among state agencies and partners to ensure effective and efficient leveraging of resources, and to help reduce redundancy and expand capacity, including managing the support needed to ensure the success of these collaborations of partners and agencies. The CWDC work unit carries out the recommendations and work plans mandated by the CWDC board members according to the rules and regulations of the Colorado Department of Labor & Employment (CDLE).

Purpose of the Position:

The Managing Director of the CWDC shall effectively, efficiently, and elegantly manage the operations of the Colorado Workforce Development Council, its staff, sub-committees, and task groups. The Managing Director establishes and implements clear, measurable, and ambitious program goals that are aligned with the statutory mission and values of the Governor, in partnership with CDLE and other state agencies, while ensuring outstanding customer service to the citizens of Colorado. The position identifies and partners with key business, community, and government stakeholders to advance Colorado’s goals and accomplish Council objectives. The position provides a central resource for the introduction and coordinated implementation of policy; evaluates results of Council efforts; implements necessary changes; establishes goals and objectives; and develops a structure by which the statutory mission can be accomplished.

This position is a management level position at CDLE; however, it is vital that the Managing Director of the CWDC understands and is capable of working in collaboration with the Council as a whole, including the Governor, Lt. Governor, other state agency Executive Managing Directors, business Council members, and representatives of local government. In addition, the Managing Director must be able to work in partnership with regional workforce Managing Directors, county commissioners, local economic developers, business resource partners, and academia throughout Colorado. He or she must understand that the role of the Managing Director of the CWDC is to encourage and facilitate collaboration and provide incentives for effective solutions, not to mandate or “control” partners through manipulation of resources. This role is about bringing Colorado together to focus on the needs of Coloradans and Colorado businesses specific to workforce development and economic vitality throughout the state.

Primary Job Duties:

MANAGE OPERATIONS – Identify and address organizational needs to maintain quality and productive work.

- Establish strategic goals and translate goals into concrete, measurable plans.
- Support organizational restructuring efforts in a constructive manner.
- Reconfigure work in light of changing needs in department and partner agencies, including the Governor’s Office.
- Ensure alignment with department goals through teamwork and communication.

- Direct and manage Council projects and initiatives from beginning to end.
- Define goals, based on feedback from the Council, that support business goals.
- Proactively manage change, identify potential crises, and devise contingency plans.
- Convene and facilitate meetings of partners, sub-committees, and task groups of the CWDC.

RELATIONSHIP BUILDING – Work closely with other managers, colleagues, subordinates, business and trade associations, legislators, the media, and other department constituents to ensure optimal service provision.

- Identify and partner with key constituent stakeholders.
- Help to grow long term collaborative partnerships with other state agencies, chambers, boards, businesses, and other various groups to capitalize on equity to leverage resources statewide.
- Create a system to document and measure the leveraging of these resources.
- Participate and represent the Council at various meetings throughout the State.
- Build authentic partnerships within and across departments, state agencies, local governments, economic development, education, and business throughout Colorado.
- Engender trust and respect among staff and partners.
- Build support for ideas through influence and consensus building.
- Create a safe place where all partners are inspired to collaborate, based on trust, respect, and a desire for the common good.
- Ensure that employees and partners are valued, respected, and trusted.

CREATIVITY AND INNOVATION – Formulate and promote statutory changes to benefit department constituencies seeking to create efficiencies in service delivery.

- Develop processes that can be measured and transcend traditional boundaries to benefit business and partners.
- Encourage creativity and independent thinking among subordinates and partners.
- Think outside of the box. Seek out new ideas from others. Consistently acknowledge staff members and partners that generate new ideas.
- Champion change and effectively manage the implementation of new ideas that can be measured and tracked.
- Support and solicit input from members of the team at all levels.
- Enforce and follow all standard policies and procedures.
- Regularly conduct evaluations and assessment of results.

PERSONNEL MANAGEMENT – Assess current and future staffing needs based on organizational goals and budget realities.

- Use CDLE Values and merit principles to ensure staff are appropriately selected, developed, utilized, appraised, and rewarded.
- Set attainable, yet high, performance goals for staff based on peak performer and customer service standards.
- Utilize the EQEP to clearly communicate progress toward goals and meet regularly with staff to review results, provide coaching and development, and hold staff accountable for maintaining a highly functioning team.
- Take corrective action when warranted; confronting and appropriately addressing unacceptable behavior immediately.
- Minimize conflict by ensuring the proper use of discipline and grievance procedures.
- Remain consistent in interpretation and application of department personnel policies.
- Use personnel issues and conflict as an opportunity to coach, fostering a positive and efficient work environment.
- Take the opportunity to recognize and reward positive behaviors, CDLE Values and work ethic.
- Effectively encourage teamwork and cross-training to strengthen and support all staff.
- Demonstrate consistent approach in both administering discipline and rewarding employees.

JUDGMENT AND DECISION-MAKING – Prioritize tasks to ensure program functions efficiently and effectively.

- Make focused decisions that are measureable based on mission and strategic plan.
- Prioritize between more important and less important issues.
- Properly delegate authority and decision-making to subordinates in a manner consistent with business needs.

- Use business knowledge to make timely and effective decisions.
- Demonstrate sound judgment under pressure.
- Be conscious of conflicting opinions and power struggles; effectively manage partner motivations to ensure that the larger goals of all partners remain the focus of collaborations and that the basic needs of all partners are respected.

DEPARTMENT MANAGEMENT TEAM – In coordination with other members of the Department Management Team, create short- and long-term plans and develop department policies.

- As a member of the Executive and Leadership Teams, assist in analysis and recommendations for resource selection, policy making, and establishment of department policies.
- Consistently demonstrate the CDLE Values while working to fulfill Strategic Initiatives, Mission, and Vision of the Department.

OVERSIGHT OF WIA AND COORDINATION OF PLANNING AND IMPLEMENTATION OF WIOA – These federal laws and their state counterparts set the foundational purpose of the CWDC.

- Ensure that all partners are engaged and involved in effective and efficient operations of these systems and programs.
- Ensure that Colorado completes all responsibilities of WIA.
- Ensure that Colorado effectively plans for and implements WIOA, utilizing the opportunity to continuously improve Colorado's public workforce system, exceeding federal expectations and establishing Colorado as a world-class talent development system.

LEVEL OF AUTHORITY AND RESPONSIBILITY – Appointing Authority for the Colorado Workforce Development Council Work Unit

Originate models, concepts, and theories new to the professional field and state government. No guidelines are available other than an indication of legislative desires, socially or morally accepted values, and broad philosophy.