

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Executive Director
Status: Management Exempt
Grade: Grade 12
Location: This position is stationed in Greenfield
Supervisor: Reports to Lead Elected Officials
Date: July 2021

Positions Summary:

FHETC operates the MassHire Franklin Hampshire Career Centers serving the 50 communities of Franklin County, Hampshire County, and the North Quabbin area including 1 full service center and 2 access points. FHETC is a municipal sub-entity of the Cities of Greenfield and Northampton, MA. The Local (LEO) Elected Officials for the Franklin Hampshire Workforce Area have designated FHETC as the fiscal and administrative agent for the workforce area. The MassHire Franklin Hampshire Workforce Board has designated FHETC as its fiscal agent. FHETC is responsible for the execution of fiscal, programmatic, and operational activities as approved by Lead Elected Officials and Workforce Board within stipulated time, budget, and performance standards. Provides leadership and supervision to an integrated management team of 3-4 managers in carrying out agency activities. Career Center staff consists of approximately 20 local staff and 5 MA Department of Career Services staff. Ensures high quality and cost-effective services to employers and job seekers in accordance with the MassHire mission and values.

Executive Director is the lead FHETC representative to the MassHire Franklin Hampshire Workforce Board, Local Elected Officials, and partner agencies with operations integral to FHETC/MHFHCC operations including but not limited to DCS, DTA, MRC, Rapid Response, ABE programs, educational institutions, and social service agencies. Executive Director and managers have functional supervision of State staff and partner agency staff co-located in the Career Center. Workforce Board Director and FHETC Director work closely together on program planning, policy, funding/resource development, and partner collaboration. FHETC is a member of the Massachusetts Workforce Association and the Executive Director actively participates in the Career Center Council.

Essential Functions/Responsibilities:

1. Development and recommendation of policies and operational plans for the Franklin Hampshire Employment and Training Consortium and the MassHire Franklin Hampshire Career Center. Coordination with the MassHire Franklin Hampshire Workforce Board and Local Elected Officials in the determination of Consortium policies and activities.

2. Development and execution of administrative, fiscal and programmatic plans for all Consortium operations. Management of Consortium staff and of appropriate subcontractors in carrying out these operations.
3. Development and recommendation of strategies to expand Consortium activities into new program areas as required by the changing employment, educational, and human service needs of job seekers and employers. Execution of such strategies in conformance with Workforce Board, Local Elected Official, and State/Federal policies.
4. Management of Consortium affairs in its relationship to regional, state, and national efforts to address workforce development needs of the region. Participates in MA Department of Career Services meetings and in MA Workforce Association meetings. Participates in local/regional economic and workforce development organizations such as Chambers, Councils of Government, and other advisory boards.
5. Cultivates effective relationships and partnerships with the local business community, human service agencies, educational organizations, the media and the general public as principal spokesperson for the Consortium.
6. Receives policy guidance from the MassHire Workforce Board and direction from the Local Elected Officials as provided in the LEO Agreement. The Executive Director's individual performance is reviewed by the Mayors of the City of Greenfield and Northampton.
7. Directs a management team consisting of a Finance Director, Career Services Director, Operations Manager, and other managers as needed. Directly manages the Youth Programs Coordinator.
8. Serves as Equal Opportunity Officer assuring that required Equal Opportunity and grievance functions are maintained.
9. Coordinates with the Workforce Board Executive Director and Workforce Board on Career Center service delivery in compliance with Workforce Board policies, development of policies in compliance with federal/state law, development of Career Pathway and Employer Services programs, grant writing, business engagement, and regional workforce planning. Structure programming within the policies of FHWB.
10. Oversee Career Center operations, has functional supervision of State agency staff co-located at the Career Center, and coordinates co-located partner agency staff as needed.
11. Provides Labor Market data, operations and performance reports, technical advice, to the Local Elected Officials and the Workforce Board. Monitors Career Center performance in relation to annual plan, state/federal mandated goals, grants/contracts.

12. Annually evaluates employer and job seeker satisfaction through customer surveys/focus groups in conjunction with managers.
13. FHETC is the Fiscal Agent and WIOA Administrator as designated by the Local Elected Officials on behalf of the Workforce Area. Responsible for development and administration of supplemental funding as needed to operate Consortium and Career Center programs. Responsible for achievement of all planned program goals within time and budget schedules and for adherence to all appropriate statutes and regulations. Prepares WIOA annual plans and budgets for approval by Workforce Board, Local Elected Officials, and submittal to MA Department of Career Services. Ensures updated preparation and adoption of Standard Operating Procedures for the Career Center.
14. Initiate evaluation studies of employment and training needs of the Workforce Area population as well as its economic development potentials to identify appropriate new activities for the Consortium. Recommend and execute specific new program development activities.
15. Represent the Consortium in formal public appearances. Work with other appropriate local private and public organizations to assure the effective coordination of existing employment, training and related activities and to develop innovative multi-organizational program efforts.
16. Conduct meetings with management team to plan and review progress on attainment of program goals, establish action remedies for any performance problems and resolve implementation challenges. Conduct all staff meetings to review progress on Consortium goals, disseminate information and encourage staff suggestions and ideas.
17. Ensure staff are adequately trained, cross-trained, and up to date on all federal/state workforce policies, Workforce Board policies, and FHETC Standard Operating Procedures.
18. Direct human resources, union contract negotiations, grievance, and equal opportunity policies. Keep Consortium policies and agreements up to date.

Qualifications:

1. Bachelor's degree in public administration, policy, planning, economic/workforce development, human services or related field. At least five years experience in organization or program management. Additional years of appropriately related management experience may be substituted for up to two years of the college requirement.
2. Strong organizational, management, budgeting, and leadership skills.
3. At least three years in a supervisory capacity.

4. Experience managing economic development or workforce development programs preferred and familiarity with federal/state workforce development statutes and regulations.
5. Experience in administration of both public and private sector grants and managing grants from multiple funding sources. Proficiency in developing and managing budgets and programs.
6. Experience in development of collaborative multi-organization community programs in human services, workforce development, or economic development.
7. Familiarity with the Franklin Hampshire workforce area and experience relating to private sector employers preferred.
8. Computer skills with proficiency in Microsoft Office Suite. Database experience helpful.
9. Demonstrated ability to establish and maintain collaborative and effective working relationships Local Elected Officials, state agencies, community partners, managers, staff, employers, and the general public.
10. Experience in managing human resources including policy development, hiring, supervising, motivating, mentoring, evaluating, and supporting staff in quality customer service, continuous improvement, and professional development.
11. Collaborative leadership style, problem solving, and commitment to FHETC and MassHire core values.

Job Environment and Physical Requirements: *The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment which includes community spaces and varying noise levels.
3. Frequently required to work at a desk and to sit for long periods of time.
4. Regularly convey information verbally and in writing to employees, state agencies, and to the public.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.

6. Must occasionally lift or move objects such as supplies, folders, books, and manuals.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, and documents for extended periods of time.
8. Specific vision abilities include the ability to maneuver through complex regulatory, financial, data systems and documents and to explain what is material to managers, Workforce Board, and Mayors.
9. This position is stationed on a regular basis at the Greenfield office with occasional travel to Northampton and Orange access points as well as periodic regional and statewide travel. Must have a valid driver's license and reliable independent transportation.
10. Attendance and work outside of normal business hours are required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date