



A proud partner of the [americanjobcenter](#) network

**Job Title:** Senior Director of Customer Engagement  
**Date:** 02/01/21 (External)  
**Salary:** \$83,298 – \$88,074  
**WIT JPID:** 14345707

**Salary Group:** B-25  
**FLSA Status:** Exempt

To apply: Email your [résumé & cover letter](#) to [hr@wfscapitalarea.com](mailto:hr@wfscapitalarea.com).

### ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

### GENERAL DESCRIPTION

Purpose of the role is to demonstrate that Workforce Solutions is a trusted source and trusted advisor in the preparation, connection, and analysis of students, learners, and workers in the region. Performs advanced (senior-level) managerial work related to the efficient coordination and compliance of Workforce Solutions' services to customers, providing direction and guidance in customer engagement-focused operations and planning. Work involves establishing plans, goals and objectives; developing policies; reviewing guidelines, procedures, rules, and regulations; establishing priorities, standards, and measurements for determining progress in meeting goals; coordinating and evaluating program and system activities; and reviewing and approving budgets. Plans, assigns, and supervises the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Reports to the Chief Operations Officer.

### EXAMPLES OF WORK PERFORMED

- Leads the assessment and planning of services to customers.
- Leads the customer engagement strategies by establishing goals and objectives that align with the agency's strategic plan (Community Workforce Plan).
- Oversees workforce and childcare operations to ensure that workforce and childcare services and activities align with and support customer needs.
- Builds relationships with internal and external stakeholders and community partners.
- Uses data to evaluate and enhance the customer experience from outreach to exit to ensure program effectiveness while ensuring programmatic compliance and integrity.
- Coordinates with the Business Engagement team related to the work of subrecipients (including, but not limited to, C2 GPS, Baker-Ripley, Austin Regional Manufacturing Association, Grant Associates, etc.) to ensure alignment with the customer experience.

- Works with cross-functional leaders and teams (Employer Engagement) to drive the success of our customers and system.
- Oversees and ensures compliance with customer-focused special projects.
- Serves as staff support for board committees on customer services.
- Develops and implements techniques for evaluating program activities.
- Develops, reviews, and approves budgets.
- Identifies the need to revise program area(s). Review research-based best practices for customer engagement.
- Identifies customer trends, successes, and challenges to leadership; present a point-of-view on how to innovate and how we deliver success and services.
- Provides direction, guidance, and assistance in program area(s).
- Represents the agency at business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.
- Coordinates board-level customer services activities with the contractor's workforce and childcare services units.
- Tracks, monitors, evaluates and reports on the activities and performance of the contractor's workforce and childcare services unit. Identifies areas for improvement and makes recommendations for solutions.
- Reviews and approves management, productivity, and financial reports and studies.
- Reviews guidelines, procedures, rules, and regulations; and monitors compliance.
- Reviews results of special investigations, internal audits, research studies, forecasts, and modeling exercises to provide direction and guidance.
- Plans, develops, and approves schedules, priorities, and standards for achieving goals; and directs evaluation activities.
- Plans, develops, implements, coordinates, monitors, and evaluates policies and procedures.
- Advises the Chief Operations Officer.
- Plans, assigns, and supervises the work of others.
- Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **Experience and Education**

Experience in building successful, productive customer-based initiatives, including analyzing talent needs and talent development strategies. Minimum 3 years of experience working to support customer-based talent development. Minimum 3 years' experience managing a team to outcome-driven results. Experience managing federal or state workforce contracts preferred. Graduation from an accredited four-year college or university with major coursework in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

### **Knowledge, Skills, and Abilities**

- Knowledge of local, state, and federal laws and regulations relevant to program areas; and of the principles and practices of public administration and management.
- Skill in establishing plans and setting objectives and goals that support an overall customer engagement strategy.
- Ability to direct and organize program and system activities; to establish program goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to prepare reports; to communicate effectively; and to plan, assign, and supervise the work of others.

- Ability to select, develop, and motivate effective teams.
- A customer-focused mindset and passion for our customer's success with the ability to balance the needs of the customer with those of the business.
- Ability to use Excel, and related data-organization software.

**Registration, Certification, or Licensure**

- Must possess a valid driver's license and have access to reliable transportation. Local travel required; in-state and out-of-state travel optional and project-based.
- Must be legally eligible for employment in the United States.
- Subject to a background check (verification of education, employment, references and criminal background).