



SERCO of Texas

JOB DESCRIPTION

Position Title: Project Director Reports To: Regional Director	Effective Date: 04/05/2005	Revised: 11/17/2022
	Exempt	EEO Category: Professional

SUMMARY: Responsible for the establishment, management, and operation of workforce centers for local workforce boards.

DUTIES/RESPONSIBILITIES:

1. Utilize highly professional and independent judgment; works in collaboration with local board, the employer community, area elected officials, state, and federal officials to create a world-class workforce development system. Plans, develops, implements, and administers workforce development solutions and strategies for the workforce solutions board for the establishment and management of the workforce centers in accordance to all requisite laws and policies.
2. Heavy interaction and collaboration with partner organizations such as the local workforce board, the Texas Workforce Commission, Health and Human Services Commission, public elected officials, employers, school districts, college districts, community-based organizations, including faith-based organizations, and others.
3. Responsible for the implementation of the workforce development center operational plan for the local workforce board area in accordance with One-Stop guidelines.
4. Coordinates with local workforce development board staff and state officials to ensure a smooth transition of state-operated programs to the purview of the local workforce board.
5. Participates in meetings dealing with transitional issues including negotiations of transfer of state-leased facilities, equipment, and personnel.
6. Participates in workforce development committees, taskforces, and policy development boards and other stakeholders of the workforce development system.
7. Oversees the administration of all federally funded programs managed by SERCO including finances, human resources, facilities management, procurement, monitoring, and program operations.
8. Assumes ultimate responsibility for the proper expenditure of funds and is responsible for system outcomes.
9. Ensures the local workforce board's center system meets the needs of employers, job seekers, students, and funding entities.
10. Determines the operational and supportive requirements and final performance expectations for each of its programs, reviews staff performance and recommends

organizational and staffing assignment to maximize results.

11. Represents the SERCO organization in relation to community residents, employers, local, state, and federal entities and other public agencies.
12. Conducts research and evaluation of community needs and develops programs to meet those needs.
13. Engages in collaborations to develop workforce development solutions impacting welfare-to-work, school-to-work/career, etc.
14. Plans, develops, implements, and administers workforce development solutions and strategies for the establishment and management of the SERCO-managed One-Stop Centers in accordance to all requisite laws and policies.
15. Provides guidance and assistance for business services component plus other duties and responsibilities as deemed appropriate.
16. Other duties as assigned.

EDUCATION AND EXPERIENCE:

1. Graduate from an accredited college or university with a Bachelor's Degree in Business or the Social/Behavioral Sciences, with a minimum of 4 years of direct experience, preferred
2. A minimum of five years of management experience in the workforce development system or similar setting, with emphasis on One Stop, Child Care and Business Service Operations can be substituted for education.
3. Must have at least five years' experience in an administrative or management capacity.
4. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
5. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
6. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

SPECIAL REQUIREMENTS:

1. Must possess a valid Texas Driver's License and provide automobile liability insurance as required by the State of Texas.
2. Must have access to reliable transportation in order to make required visits
3. **Leadership** — Job requires a willingness to lead, take charge, and offer opinions and direction.

4. **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
5. **Initiative** — Job requires a willingness to take on responsibilities and challenges
6. **Integrity** — Job requires being honest and ethical
7. **Self-Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations

Physical demands and work environment:

The physical demands and work environment characteristics describe here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

PHYSICAL DEMANDS: While performing duties of the job, employee is occasionally required to stand; walk; sit; for long periods of time. Employee must be able to drive for extended periods of time. Employees must occasionally lift and /or move up to 25 pounds, must be able to set up display area.

WORK ENVIRONMENT: Fast paced, demanding physically and mentally, will be in constant communications.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

General sign off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description.

Equal Employment Opportunity Employer