



POST DATE 3/21/19 – 4/4/19

JOB OPENING

Area Community Services Employment & Training Council (ACSET)

ASSISTANT MANAGER

Business Solutions

Ottawa and Muskegon Counties

Applications with resumes and cover letters will be accepted through Thursday, April 4, 2019, for the position of Assistant Manager. This full-time position is in compensation Pay Range M 1 that pays from \$42,504 to \$59,546 annually, plus fringe benefits. Starting salary commensurate with qualifications and experience.

Candidates for this position **MUST COMPLETE AN APPLICATION.**

Applications are available online at: <http://www.westmiworks.org/join-the-wmw-team/>

Or you may obtain an application at the ACSET Main Office:
Area Community Services Employment and Training Council (ACSET)
Human Resource Department
1550 Leonard NE
Grand Rapids, MI 49505

Applications with resumes, cover letters and EEO forms should be submitted to:

Laura Krist
recruiting@westmiworks.org
1550 Leonard NE
Grand Rapids, MI 49505

**Application packets must be received no later than
5:00pm on Thursday, April, 4, 2019.**

ACSET OVERVIEW: ACSET is the administrative and fiscal agent for the Michigan Works! Agency of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. West Michigan Works! mission is to lead workforce development strategy and resource alignment in West Michigan by understanding the talent needs of employers and employment needs of job seekers and connecting them to solutions.

JOB SUMMARY:

The Assistant Manager position, in coordination with the Business Solutions Manager and Business Solutions Director, provides supervision and training to the Business Solutions Team and is responsible for monitoring the effective delivery of programs, services and project outcomes in support of the employer demand driven system. The Assistant Manager provides direct support to the Business

West Michigan Works! is a division of ACSET, an equal opportunity employer/program, and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 supported.

Solutions Manager. Knowledge of workforce development and delivery of excellent customer service to job seekers, employers and visitors to the Michigan Works! Service Centers are required elements of this position. Responsibilities are carried out according to established procedures with latitude for initiative and independent judgment.

DUTIES & RESPONSIBILITIES:

1. Provide training and assistance to staff regarding proper customer service.
2. Monitor and report staff performance and effectiveness, including customer service to the Business Solutions Manager.
3. Understand and demonstrate a proficient use of Pure Michigan Talent Connect web site, including troubleshooting, problem solving and customer assistance.
4. Maintain data and reports for weekly, monthly and quarterly performance requirements.
5. Provide training, support and clarification of Michigan Works! regulations, policy and required file documentation to staff members.
6. Understand and demonstrate a proficient use of G*STARS customer tracking system.
7. Proficient and demonstrated understanding of One Stop Management Information System (OSMIS).
8. Proficient and demonstrated understanding of all Michigan Works! program requirements.
9. Carry out responsibilities in accordance with the organization's policies and applicable laws.
10. Establish and maintain professional and effective working relationships with other ACSET staff.
11. Attend professional development activities, trainings, and seminars.
12. Provide oversight of daily operations and address front line issues and concerns.
13. Actively participate in continuous quality improvement processes.
14. Perform other duties as assigned.

JOB QUALIFICATIONS:

1. Knowledge typically acquired through a Bachelor's Degree in Social Services, Public Administration, or related field.
2. Two to four years of leadership experience in business or workforce administration or an equivalent combination of training and experience.

3. Computer skills necessary to effectively communicate in both oral and written forms with community organizations and agencies.
4. Ability to apply analytical skills in identifying operational problems and offer potential solutions.
5. Ability to interpret, explain and apply principles of public and private agency administrative support.
6. Interpersonal skills necessary to effectively communicate in both oral and written form with community organizations and agencies with prior experience in public speaking.
7. Work history with demonstrated success in taking initiative, follow through, professionalism, problem solving and teamwork.
8. Ability to diffuse and assist with customer complaints.
9. Strong leadership skills and experience in management, supervision and program development.
10. Commitment to provide patient, friendly, participant-centered services.
11. Communication and organizational skills that contribute to a quality work environment and the ability to work as a team.
12. Ability to handle pressures related to meeting deadlines and to frequently work on projects requiring concentration and attention to detail.
13. Physical ability to sit in one position for extended periods of time.
14. Knowledge of relevant human service programs and policies, resources and procedures.

WORKING CONDITIONS:

1. Normal office environment with little discomfort due to noise, dirt, dust and the like.
2. Local or statewide travel may occasionally be required.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.