

## **EMPLOYMENT AND TRAINING ADMINISTRATION**

### **ORGANIZATION NAME**

Office of Field Support

### **ORGANIZATION LOCATION**

Reports to the Assistant Secretary of ETA through the Deputy Assistant Secretary of Performance & Administration

### **MISSION**

#### **To contribute to:**

[Implementing a national workforce system that provides America's workers, including youth that have recently entered or are about to enter the workforce, with the information, advice, job search assistance, income maintenance, and training they need to get and keep good jobs, which involves employers and labor in defining the needs of the system, and which provides employers with skilled workers;

Managing strategically in order to ensure high performance by program operators, greater public accountability, service quality and customer satisfaction; and

Working collaboratively with partners and stakeholders in business, labor and state and local governments]

#### **by:**

Ensuring Regional Office input is obtained with respect to policy development and operational guidance under consideration in the National Office;

Advising the Deputy Assistant Secretary on matters pertaining to Regional Office planning, results/accountability, resource utilization, communication and RA representational activities;

Providing assistance and guidance to the Regional Offices on administering workforce development programs.

Working collaboratively with the national program offices and the regional offices to ensure coordinated ETA goals, strategies, and State and local plans that enhances services for customers and contributes to an overall coordinated workforce investment approach.

Strategically managing regional resources in order to ensure high performance, greater public accountability, quality service, and customer satisfaction.

## **FUNCTIONS**

1. Facilitates two-way communications between the National Office and the Regional Offices.
2. In the National Office, represents and advocates for the Regional Office view and perspective in agency operations, activities, and meetings. Facilitates the exchange of information between the national program offices and the regional offices. Ensures that Regional Office input is considered with respect to National policies and operational guidance.
3. Provides strategic and operational leadership, direction and support to the ETA Regional Offices on a national basis in accomplishing ETA's GPRA goals and objectives through a Regional Office performance management system including operating plans, application of performance improvement and customer satisfaction tools and strategies, and development and delivery of technical assistance.
4. Coordinates Regional Office workload assignments, priorities, and due dates, in consultation with ETA National Office managers.
5. Allocates, manages, and tracks the utilization of all S&E resources available to Regional Offices on a national basis, including personnel resources, through coordination with the Office of Financial and Administrative Management, to ensure fulfillment of ETA's mission and priorities within budgetary limitations. Coordinates Regional Office input into National budget decisions.
6. Administers Technical Assistance and Training funds available for Regional Office purposes and initiatives and ensures such funds are utilized for purposes that enhance Workforce Investment and Employment and Training services to customers and ensure fulfillment of ETA's mission and priorities.
7. Assists in the management of the Earmark Grant Project by serving as a point of coordination for the Budget office, for the grants office, and through the Assistant Secretary's office, for other agencies in the Department. Provides liaison support for the Regional Center of Excellence for the Earmark Grants.
8. Provides assistance to the Regional Centers of Excellence and provides coordination between the Centers and the National Office.
9. Coordinates employment and training activity with other DOL programs and activities in the Regional offices.