

PROGRAM MANAGER

(Regional Director, Office of Apprenticeship Training and Employer/Labor Services)

GS-0340-15

I. INTRODUCTION

This position is located in the Office of Apprenticeship Training and Employer/Labor Services within a Hub Regional Office of the United States Department of Labor (DOL), Employment and Training Administration (ETA). The Regional Office comprises a HUB and may be paired with an affiliate established to manage and direct all workforce development activity throughout the multi-state ETA geographic area for which the Office is responsible. The Regional Office is established to manage and direct all workforce development activity throughout a multi-state Region. The Regional Director: a) provides leadership, manages and directs the work of the Region related to the Bureau of Apprenticeship and Training and the Employer/Labor Services; b) serves as the chief spokesperson and focal point for broad Region-wide workforce development system policy and issues related to BAT and Employer/Labor Services; c) coordinates the staff resources of the Region to facilitate the exchange of information; and d) coordinates the resolution of issues, and implementation of action plans as appropriate, ensuring that all Office efforts are strategically aligned in furtherance of developing an effective workforce development system that benefits America's workforce and employers.

II. PRINCIPAL DUTIES AND RESPONSIBILITIES

Administers the Regional BAT program within delegated authority from the National Administrator of ATELS and establishes Regional ATELS policies and plans, and directs activities designed to meet requirements and objectives of the National BAT program goals and delivery of quality services to youths, adults, management and labor organizations; interprets and implements National BAT policy within the Region, makes significant contributions to the development of policy at the National Level and success of the program at the Regional level. Strategically manages resources to ensure high performance, quality service, customer satisfaction, in order to enhance the registered apprenticeship system. Analyzes and appraises the means by which program progress and accomplishments are measured and takes action to change or modify programs, as appropriate.

Serves as Regional advocate for ETA's Employer/Labor Service product line providing comprehensive ELS development services and providing leadership, direction, monitoring, and evaluation of performance of the comprehensive system of Apprenticeship Training and Employer Labor Services.

Directs the formulation and development of the Regional Office EEO plan for registered apprenticeship under Title 29 CFR Part 30, the Civil Rights Act and appropriate legislation. Coordinates Office compliance activities with other Federal agencies, including OFCCP, EEOC, and other State and local enforcement agencies. Directs subordinate supervisors and managers to develop plans to address

diversity in apprenticeship and other training programs through targeted outreach efforts of staff and registered sponsors. Reviews and assesses the impact of Federal and State court decisions concerning Civil Rights laws in apprenticeship, employment and training, in the conduct of the agency's EEO responsibilities, and makes appropriate changes.

Incorporates the input of customers, stakeholders, and partners into goal setting and operational outcomes. Promotes and leads organizational change, leveraging its impact to enhance workforce development systems. Develops plans to convert strategic goals into actions. Responsible for directing the coordination of State and local BAT offices throughout the Region in support of ATELS goals for apprenticeship and cross-cutting workforce development activities. Works with other members of the Regional Directorate to establish and facilitate the achievement of Regional cross-cutting goals.

III. FACTORS

Factor 1 - Scope and Effect

Scope: Directs and manages ETA's ATELS product line of registered apprenticeship and employer labor services throughout the multi-state Region. The Regional Director is responsible for establishing policies, plans and directs activities designed to meet Office requirements and objectives for the National Apprenticeship System under Title 29 CFR Part 29 and Title 29 CFR Part 30, and, ETA's Employer/Labor Services. The Regional Director is responsible for interpreting and implementing national policy within the Region, making significant contributions to the development of policy at the national level, and developing significant innovations and adaptations for the success of programs at the regional level.

Effect: The programmatic aspects of the Registered Apprenticeship System require a diverse and complex range of professional functions including: contacts and working agreements with a wide variety of public and private organizations, businesses, industry, management, union, education, and civic leaders at all levels for promotional, technical assistance and Equal Employment Opportunity purposes in the workforce development system. Establishes and maintains personal and official relationships with the heads of Federal, State and local agencies, employer, labor, education and community groups for the purpose of furthering the programs and policies of the Regional and National Offices related to the goals and objectives of ETA's programs. The work also directly involves and significantly impacts the operating program activities of the Office as a responsive, customer-service driven segment which promotes State and local buy-in of ETA programs and ensures their implementation throughout the area of influence and scope of responsibility. Coordinates Office activities with other Offices and other ETA organizations to assure a seamless implementation of ETA initiatives and the overall accomplishment of the ETA Mission. Coordinates Regional product line activities with other ETA organizations to assure a seamless implementation of ETA's initiatives and the overall accomplishment of the agency's Mission.

Factor 2 - Organizational Setting

The Regional Director reports to the National Administrator through the National Deputy Administrator for all aspects of the Registered Apprenticeship program, Employer/Labor Services and crosscutting regional issues. The Regional Director provides functional support to the Regional Directorate relative to the Employer/Labor Services and crosscutting regional office issues. Serves as a full member of the Agency's Senior Leadership Team. The National Administrator, in consultation with the Senior Leadership Team, provides guidance in terms of broad, general policy direction, strategic goals, and resources available to carry out the agency's business. The Regional Director independently plans and implements the organization's business functions throughout the Region's areas of responsibilities. Where unique situations arise impacting agency policy, the National Administrator and the Regional Administrator, as appropriate, are available for consultation. Accomplishments and results are reviewed in terms of program success and attainment of goals and objectives. This position reports to SES members.

Factor 3 - Supervisory and Managerial Authority Exercised

The Regional Director directs the operation and administration of the Bureau of Apprenticeship and Training (BAT) activities and the Employer Labor Liaison services in the Regional Office. The Regional Director directs the development and justification for program funding and staff resources necessary to effectively carry out program mission and functions. The Regional Director administers and promotes the expansion of the registered apprenticeship system through subordinate supervisors by establishing program policies, goals and objectives, critical priorities, and procedures governing organizational operations.

This position accomplishes work through the technical and administrative direction of others. Directs the overall planning, direction, and timely execution of ATELS programs and initiatives throughout the Region, including development and assignment and approval of goals and objectives for subordinate supervisors and managers.

The Regional Director exercises final authority for the full range of personnel actions and organizational decisions recommended by subordinate supervisors.

Factor 4 - Personal Contacts

Subfactor 4A – Nature of Contacts

Directs and implements the promotion of a comprehensive registered apprenticeship system with State and local partners, the private sector, other Federal agencies and stakeholders representing business, labor, education, and community based organizations; assists the development of Workforce Investment Boards including Youth Councils, in order to effectively coordinate resources and programs; promotes the integration of apprenticeship, and, employer and labor services into the "one stop" delivery system. Contacts may include meetings, briefings, and presentations, are sometimes

unplanned, and may require extemporaneous response to unexpected or hostile questioning. Briefing responsibilities often require extensive preparation by the Regional Director and subordinates to afford an acceptable technical familiarity with the registered apprenticeship system and Labor Management relations and the impact on workforce development issues.

Subfactor 4B – Purpose of Contacts

The purpose of contacts is to promote and enhance the registered apprenticeship system through the articulation of program policies, procedures and regulations. Contacts are also used to establish formal channels of communication between agency and labor, management groups to gain support and involvement for workforce investment activities. Contacts include active participation in one-on-one meetings, conferences, presentations and negotiations regarding issues of considerable impact to the registered apprenticeship system and labor and employer organizations. The Regional Director must possess highly developed skills in communications, negotiations, conflict resolution, and leadership to address the interests of a diverse array of customers, stakeholders, constituents, and State Apprenticeship Agencies who perceive ETA programs and initiatives as presenting significant organizational or philosophical conflicts to their own interests.

Factor 5 - Difficulty of Typical Work Directed

The highest grade which best characterizes the nature of the basic nonsupervisory work of the organization, and which constitutes 60% or more of the workload of the organization is GS-12.

Factor 6 - Other Conditions

Manages the employer labor liaison services and Bureau initiatives for which the Region is responsible through subordinate supervisors, each of whom directs substantial workloads comparable to the GS-12 or above level. Assures that subordinate supervisors provide supervision and direction, involving significant and extensive coordination and integration of multiple projects and programs.

IV. OTHER SIGNIFICANT FACTS

The Regional Director will be required to travel frequently by any means of government or public transportation to meetings, conferences, and activities elsewhere in the United States, its commonwealths, territories, and possessions. Occasional international travel may also be required by particular programs or assignments.