

**PROGRAM MANAGER**  
(Regional Director, Office of Adult Services)  
GS-0340-15

## I. INTRODUCTION

This position is located in the Office of Adult 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 Director a) provides leadership, manages, and directs the work of the Adult Office throughout that area; b) serves as the chief spokesperson and focal point for broad regionwide workforce development system activities, policy, and issues within the scope of responsibility of the Office in that area; c) brings together the staff resources of the Office 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 workers and employers.

## II. PRINCIPAL DUTIES AND RESPONSIBILITIES

Serves as Regional advocate, spokesperson and focal point for ETA's Adult product line providing comprehensive workforce development services and providing Regional leadership and direction of ETA funded adult employment and training programs.

Advises and provides program related information to the Regional Administrator (RA), National Program Administrator, and other ETA executive staff on strategic planning, policy, program operation and performance accountability for the development and administration of the Office's contribution to a national workforce investment system. Manages and directs Office programs for the RA. Works with ATELS and other Offices to collaborate with employers and labor and Federal, State and local workforce partners to create a comprehensive and integrated workforce investment system.

Strategically manages resources throughout the Office in order to ensure high performance, greater accountability, quality service, and customer satisfaction.

Brings the voice of customers, stakeholders, and partners into the organization. Incorporates customer feedback into goal setting and operational outcomes. Promotes and leads organizational change, leveraging its impact. Ensures that all interested parties are kept informed about key activities and developments.

Promotes and supports a commitment to a team approach to work. Evaluates and measures the quality of products and services. Applies state-of-the-art technologies to generate new ideas and solve

problems. Supports empowerment as an organizational principle and objective. Manages and resolves conflicts, resistance and disagreements in a constructive manner.

Creates an environment which is conducive to associates thinking and resolving problems creatively. Assesses the talents and capabilities of associates. Promotes an environment which encourages confidence in making sound and well-informed decisions. Provides candid and timely feedback to associates on how their actions contribute to the achievement of organizational goals and objectives. Creates an environment that respects individual and cultural differences and supports coaching and mentoring of associates and subordinates. Demonstrates fairness and equity in recognizing associates for developing and implementing successful process improvements, distributing awards and commendations fairly and resources and opportunities for professional development equitably. Fosters and encourages diversity in the workplace.

Provides information about program/system products and the impact on government and society. Nurtures the interrelationship between Regional and National Office programs/systems with other Federal/State employment, training, and/or income maintenance programs.

### III. UNIQUE POSITION RESPONSIBILITIES

The Director-Adult Programs has two primary responsibilities:

First and foremost, is to direct, lead, and support the unit staff in its efforts to guide, direct, and oversee all ETA funded Adult programs operated by state/local grantees and their network of service providers in the geographic area for which the Office has responsibility. This includes: WIA Title I and III programs for dislocated workers and low income and other adults; Welfare to Work; TAA; and NAFTAA/TAA. Such leadership will support agency policy, priorities and initiatives. In doing so the incumbent is to provide leadership internally and externally, build partnerships external to ETA (in the Federal establishment and at the State/local level), provide T/A, ensure performance accountability and continuous improvement, and direct program management activities. The incumbent also directs, leads, and supports unit staff in their efforts to do likewise and creates an environment conducive to their doing so.

Secondly, the incumbent is to collaborate, coordinate, and work jointly and cooperatively with the Directors of ATELS, Workforce Security, Youth programs, and OAS in office-wide planning, programming, and other strategies, activities, and initiatives. The incumbent also seeks support of those other offices to carry out these functions. In this way the State/local grantees will be presented with a comprehensive coordinated integrated system to which they can relate as they work to implement their system and their network of programs at the State/local levels. As above, the incumbent is expected to do this himself/herself and create and nurture an environment so that all staff in the unit do likewise.

The incumbent is directly responsible to the RA for the Office in which (s)he is located. In a Region with multiple adult units, the incumbent is expected to relate to his/her peer Director in the other regional city on an ongoing basis. This relationship is designed to foster a coordinated strategy for adult programming across the entire Region.

#### IV. FACTORS

##### Factor 1 – Program Scope and Effect

Scope: Oversees, manages and directs the Office, including Office assets operating throughout the multi-state area for which the Office is responsible. The services provided directly and significantly impact other functions and activities throughout ETA and/or a small population of visitors or customers.

Effect: The work 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.

##### Factor 2 – Organizational Setting

The Regional Director reports to the Regional Administrator who provides guidance in terms of broad, general policy direction, strategic goals, and resources available to carry out the Office's business. The Regional Director independently plans and carries out the organization's business functions throughout the Hub Office's areas of responsibility. The RA is available for consultation where arising situations impact agency policy. Work is reviewed in terms of program success and accomplishment of goals and objectives. This position reports directly to an SES member.

##### Factor 3 – Supervisory and Managerial Authority Exercised

The Regional Director directs the operation and administration of Adult Services in the Hub Office. The incumbent directs the development and justification from program funding and staff resources available to effectively carry out program mission and functions. The Regional Director administers the programs through subordinate supervisors and team leaders. The incumbent establishes program policies, goals and objectives, critical priorities, and procedures governing organizational operations and relationships with other Federal agencies, States, employers, and the general public.

This position accomplishes work through the technical and administrative direction of others. Oversees the overall planning, direction, and timely execution of ETA programs and initiatives throughout the Office, including development, assignment and higher level clearance of goals and objectives for supervisors of subordinate organizational units.

Incumbent exercises final authority for the full range of personnel actions and organization design proposals recommended by subordinate supervisors, except in those few instances where the decision would exceed delegated authority.

#### Factor 4 – Personal Contacts

##### Subfactor 4A – Nature of Contacts

Interacts with other national and regional Office Directors within the organization, officials at all levels within ETA and DOL, officials of other Federal agencies, Congressional staffers, and State, local and interest group leaders to share information and learn their viewpoints about trends which may affect program-related operations. Contacts may include meetings, briefings, and presentations, are sometimes unplanned, and may require extemporaneous response to unexpected or hostile questioning. Committee, panel, board, and briefing responsibilities often require extensive preparation by the incumbent and subordinates to afford an acceptable technical familiarity with a highly complex and specialized subject matter.

##### Subfactor 4B – Purpose of Contacts

Supervisory contacts are to influence State and local governments to buy into and comply with ETA programs and initiatives and persuade union and employer officials to become and remain active participants and partners in those programs and initiatives. At any given time one or more of the diverse array of customers, stakeholders, constituents, and partners may view ETA programs and initiatives as presenting significant organizational or philosophical conflicts to their own interests, or advancing objectives which are in competition with their own. Highly developed communications, negotiations, conflict resolution, and leadership skills are essential to effective interpersonal relationships encountered by the incumbent.

#### Factor 5 – Difficulty of Typical Work Directed

The highest grade which best characterizes the nature of the basic non-supervisory work of the organization, and which constitutes 50% or more of the workload of the organization is GS-13.

#### Factor 6 – Other Conditions

Manages those ETA programs and initiatives for which the Office is responsible through subordinate supervisors or team leaders, each of whom directs substantial workloads comparable to the GS-13 level. Assures that subordinate supervisors provide supervision and oversight, involving significant and extensive coordination and integration of the number of important projects and program segments in their areas of responsibility and expertise.

#### V. OTHER SIGNIFICANT FACTS

The Regional Director will be required to travel 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.