

PROGRAM MANAGER
GS-340-15
(Division Chief/Director)

I. INTRODUCTION

This position is located in an organization within the National Office of the United States Department of Labor (DOL), Employment and Training Administration (ETA). The National Office comprises a headquarters activity established to manage and direct all workforce development activity throughout ETA. The Division Chief/Director a) manages and directs the work of the Division b) serves as the chief spokesperson and focal point for overall workforce development system activities and issues within the scope of responsibility of the Division; c) brings together the staff resources of the Division to facilitate the exchange of information; and d) coordinates the resolution of issues, and implementation of action plans as appropriate, ensuring that all Division 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

Advises and assists the Administrator, Office Director and other ETA executive staff on all matters within the scope of Division responsibility. Manages and directs Division programs. Coordinates Division activities with other Divisions, Offices and with organizations throughout ETA.

To the extent that Division activities allow, works collaboratively with employers and labor and Federal, State and local workforce partners to create a comprehensive and integrated workforce investment system that results in excellent outcomes and highly satisfied customers.

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

Advises and assists the Administrator and/or Office Director on strategic planning, policy, program operation and performance accountability for the development and administration of a national workforce investment system.

Serves as the spokesperson and focal point for activities and issues within the scope of Division responsibility.

Serves as the representative of, shares responsibility for, and assists the Administrator and/or Office Director in carrying out the functions within the scope of responsibility of the Division.

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. Develops plans to convert strategic goals into actions. Considers functional relationships among ETA programs when planning for and

managing resources. Works as a partner with other Divisions and Offices to facilitate the achievement of goals. Ensures that all interested parties are kept informed about key activities and developments.

Develops resource implementation plans to accomplish Division goals. Establishes systems and methods to assure proper resource management. Modifies resource allocation in response to changes in plans, goals, or conditions. Relates expenditures to program results. Fosters a commitment to a team approach to work. Continually improves work processes and the cost effectiveness of products and services. Evaluates and measures the quality of products and services. Applies state-of-the-art technologies to generate new ideas and solve problems. Establishes 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.

Interacts with other Division Chiefs/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. Provides information about program/system products and the impact on government and society. Promotes and sustains positive relationships with customers, stakeholders, and partners. Nurtures the interrelationship between ETA and Division programs/systems with other Federal/State employment, training, and income maintenance programs. Maintains ongoing contact with internal and external customers to enhance understanding of the impact of programs and of emerging issues and trends.

III. FACTORS

Factor 1 – Program Scope and Effect

Scope: Oversees, manages and directs the Division. 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 Division 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 Division activities with other Divisions 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 Division Chief/Director reports to the Office Director, who provides guidance in terms of broad, general policy direction, strategic goals, and resources available to carry out the Division's business. The Division Chief/Director independently plans and carries out the organization's business functions throughout the Division's areas of responsibility. The Office Director 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

This position accomplishes work through the technical and administrative direction of others, deciding work problem issues presented by subordinates. The incumbent exercises significant responsibilities in dealing with officials of other organizations and advising higher ranking management officials. The incumbent evaluates subordinate supervisors and/or team leaders, serves as reviewing official for employees they rate, and assures that performance standards and rating techniques in use are reasonably equitable. Oversees the overall planning, direction, and timely execution of ETA programs and initiatives throughout the Division, including development, assignment and higher level clearance of goals and objectives for supervisors and/or team leaders of subordinate organizational units. Approves training opportunities, within-grade increases, overtime, and travel for subordinates. Determines adequacy of contractor work and authorizes payment. Finds and implements team building and streamlining practices to improve efficiency.

Factor 4 – Personal Contacts

Subfactor 4A – Nature of Contacts

There are frequent contacts, related to the supervisory work of this position, with influential elected and appointed individuals in State and local governments, national officers of employee organizations, executive level officials of employers having business relationships with the Division, and high ranking Federal officials internal and external to ETA. 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 nonsupervisory 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 Division is responsible through subordinate supervisors/team leaders, each of whom directs substantial workloads comparable to the GS-13 level. Assures that subordinate supervisors/team leaders provide supervision and/or oversight, involving significant and extensive coordination and integration of the number of important projects and program segments in their areas of responsibility and expertise.

IV. OTHER SIGNIFICANT FACTS

The Division Chief/Director may 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.