

MANAGED CAREER SOLUTIONS



Managed Career Solutions, Inc. (MCS) has over 20 years experience providing high quality employment and training and human services to residents of the City and County of Los Angeles. MCS seeks to hire and retain team members who will strive to achieve our vision: *To Deliver World-Class Services to Our Customers*; and work within the framework of our mission: *To provide Quality Employment, Training, and Business Services to our community.*

Job Description – Business Services/Resource Center Manager

Reporting to the both WIA Program Director and BusinessSource Program Manager, this multi-funded position has operating responsibility for meeting and exceeding contractual outcomes for WIA Business Services. As the Resource Center Manager this position is charged with developing and maintaining a customer-focused, vibrant, helpful, secure and friendly Resource Center. MCS is seeking a highly engaged self-starter who has a track record of success, and the determination to what it takes to not only meet but also exceed customer expectations for program excellence and customer service.

Essential Functions

Duties include, but are not limited to:

- Responsible for training and supervision of all personnel working in the resource center. This includes staff customer service and data entry.
- EO compliance officer; attend meeting conducted by EWDD, and resolve customer service issues.
- Facilitate the partnership between Hollywood WSC Business Services and stakeholders to leverage marketing and data collection for all partners in order to reach Universal customer goals as implemented by EWDD.
- Marketing, Outreach and Recruitment to meet and exceed contractual requirements for BusinessSource
- Responsible for Business Services for WIA as required by EWDD.
- File Management, quality assurance and data entry of WIA Business Services files; and also oversee the quality of BusinessSource files. Both program files should be monitored and audit ready at all times.
- Responsible for active participation and or implementation of quarterly job fairs for WIA.
- Plan and hold MCS workshops for the MCS BusinessSource. These include the Veterans Entrepreneurship Expo, Entrepreneurship Expo, and weekly workshops.
- Scheduling workshops for Universal customers, and conduct weekly orientations and bi-weekly resume workshops.
- Attend meetings at local chambers of commerce, including Hollywood, Silverlake, Harbor City/Gateway, Wilmington, San Pedro. Meet and interface with local businesses and community leaders to promote the mission of the MCS BusinessSource Network.
- Responsible for all aspects of RRTP.
- Other duties as assigned

Essential Job Requirements

- A minimum of three years working in a multi-funded agency having City of L. A. and state contracts or similar program
- Knowledge of and ability to enter data into CalJobs system; as well as train resource center staff to complete data entry.
- Excellent working knowledge of WIA and BusinessSource processes and procedures as defined by the City of Los Angeles.
- Excellent computer, Data Entry , Internet and Microsoft Office skills

Minimum Requirements:

- B.A. from an accredited college combined with at least 5 years experience working in local, federal and state funded grant programs OR equivalent experience with a track record of success
- Ability to pass a background check
- Car, valid Driver's License and insurance

Personal Requirements:

- Must be a Team Player
- Strong personal mission to achieve excellence and develop positive outcomes for all stakeholders, colleagues, and the corporation\
- “Can Do” Attitude
- Willing and able to “Go that Extra Mile” to help people achieve success.

Equal Opportunity Employer/Program

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