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| <b>Position Title:</b>  | <b>Site Manager, Employment Program of BC, # 59 Merritt, BC</b> |
| <b>Supervisor:</b>      | <b>General Manager</b>  |
| <b>Service Category</b> | <b>Operations Program Delivery</b>                              |

**SUMMARY DESCRIPTION:**

The WorkBC Merritt Employment Services Site Manager is responsible and accountable to the General Manager of Community Futures Development Corporation of Thompson Country (CFTC) for planning, implementing and managing the WorkBC Merritt Employment Services agreement by meeting or exceeding the Ministry of Social Development and Social Innovation (MSDSI) key performance measures (KPMs) and outcomes and in support of CFTC's overall management and financial principles.

**PRIMARY DUTIES:**

- Plan, organize, direct, control, and manage the operations of the WorkBC Merritt Employment Services Centre in accordance with the MSDSI services agreement contractual obligations with CFTC.
- Oversee and coordinate service delivery to ensure key performance measure outcomes are met or exceeded in accordance with service agreement requirements.
- Establish work priorities, delegate work to all staff and ensure deadlines are met and procedures are followed.
- Assist managing operating budget, assemble data and prepare periodic and special reports, manuals and correspondence.
- Ensure programs are meeting or exceeding revenue target and that program expenditures do not exceed annual approved budget.
- Responsible for the training, evaluation and supervision of staff.
- Coordinate support activities for the Financial Administrator by submitting required financial invoicing and data in support of financial requirements of the services agreement.
- Solicit client/participant and community feedback on quality of services being provided and make recommendations for revising or restructuring delivery of services and programs.

**Support to the General Manager**

- Provide support and advice relative to WorkBC Merritt Employment Service Centre operations;

**SUPERVISORY RESPONSIBILITIES:**

- Responsible for the direct supervision of all staff for the WorkBC Employment Centre #59 Merritt.
- Develop and monitor individual performance objectives and plans for all employees at Merritt Employment Services in accordance with MSDSI services agreement.
- Recommend any required changes to existing human resource levels including additional resources, terminations and contracts to the General Manager.

- Support, coach and encourage all staff; develop and maintain open communication and a shared teamwork approach to the completion of all assignments within the organization.

**QUALIFICATIONS**

A university degree or college diploma in a relevant discipline and/or three to five years experience in a not-for-profit organization, supervision of staff and management of a government contract, strong understanding of local and labour market information and employment resource materials and extensive experience in working with government programs including supervising staff.

Any or all of MBTI, Personality Dimensions, Career Crossroads, Employment Counselling, and strong labour relations background are assets.

**SKILLS AND ATTRIBUTES**

- Experience with the Employment Program of BC is a definite asset;
- Creative and passionate working relationships with staff;
- Possess superior employment services knowledge;
- Demonstrated superior interpersonal and written communication skills;
- Strong understanding of community stakeholders, employers, service providers and special populations;
- Possess exceptional customer service skills;
- Demonstrated organizational, research, analytical skills and problem solving skills;
- Working knowledge of the operational characteristics and demands of not-for-profit organizations;
- Familiar with online and Microsoft Office tools
- Ability to pass and maintain a clean criminal records check.
- Must be able to travel to attend employment related training sessions and conferences.
- Must maintain at least a Class 5 Drivers license and have access to the use of a personal vehicle.
- Must reside or be willing to relocate to Merritt, BC.

**EMPLOYEES ACKNOWLEDGEMENT**

I have read, understand and agree this position description accurately reflects my duties, responsibilities and the requirements to be successful in it at Community Futures Development Corporation of Thompson Country.

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|-------------------|------|
| Signature         | Date |
| Please print name |      |