

WORKFORCE SOLUTIONS

G R E A T E R D A L L A S

Job Description

Job Title	Workforce Initiatives Manager	Reports to	Workforce Education & Literacy Manager
Department/Group		Review date	
Job Code	Professional	Prepared by	Manager and HR Dept
FLSA	Exempt	Approved by	
Shift	Monday – Friday, Full time	Effective date	
Number Supervised	N/A	Salary level/range	\$76,530 - \$129,430

SUMMARY:

The Workforce Initiatives Manager serves as the operational bridge between workforce strategy, contractor implementation, and system execution by leading implementation of workforce initiatives, coordinating cross-functional collaboration, and supporting contractor performance during implementation and early operational phases.

This position is responsible for translating workforce initiatives into executable operational plans, supporting contractors through implementation, identifying and resolving operational barriers, and ensuring alignment across workforce programs, internal departments, and external partners. The role focuses on workforce program implementation, contractor onboarding and stabilization, systems integration, operational coordination, and implementation accountability tied to funding and program requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This job description is intended to identify the essential functions of the position and should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related responsibilities other than those stated in this job description.

Workforce Initiative Implementation

- Develop implementation approaches aligned to workforce program and funding requirements.
- Create implementation plans including timelines, deliverables, milestones, stakeholder coordination, operational workflows, and performance tracking measures.
- Lead implementation activities across workforce initiatives and service providers.
- Support the transition from planning to operational execution.
- Maintain implementation documentation, tracking tools, and communication plans.

Contractor & Partner Oversight

- Serve as primary liaison to workforce service providers and implementation partners.
- Provide implementation guidance, technical assistance, and operational support.
- Monitor contractor readiness, implementation progress, and operational alignment.

- Identify and address implementation barriers and operational challenges in real time.
- Support stabilization of program operations during launch and early implementation phases.

Cross-Functional Coordination

- Coordinate efforts between workforce programs, contractors, internal departments, and external stakeholders to ensure strategic and operational alignment.
- Cultivate and maintain cross-functional partnerships to streamline communication and implementation efforts.
- Synchronize workflows across workforce programs, business services, youth services, education partnerships, contracts, procurement, fiscal, marketing/communications, and data/systems teams.
- Manage interdependencies of initiatives involving multiple business units and stakeholders.

Systems Integration & Operational Alignment

- Facilitate implementation alignment sessions across programs and partners.
- Support operational integration of workforce systems, reporting requirements, and implementation processes.
- Collaborate with systems and data teams to ensure implementation tracking and reporting alignment.
- Support consistent service delivery and operational processes across initiatives.

Performance Monitoring & Continuous Improvement

- Monitor implementation progress, operational performance, and KPI achievement.
- Support corrective action planning and operational problem-solving.
- Facilitate collaborative decision-making to resolve implementation challenges and align outcomes.
- Promote accountability across teams and contractors without direct supervisory authority.
- Recommend process improvements to increase operational effectiveness and implementation success.
- Read, interpret, and incorporate relevant state and federal legislation to assist in the development of policies.
- Compile applicable reports (weekly, monthly, quarterly and ad hoc).

COMPETENCIES:

Accountability	Collaboration	Initiative
Communication	Relationship Management	Teamwork
Problem Solving	Systems Thinking	Adaptability

QUALIFICATIONS:

- Bachelor's degree in Workforce Development, Public Administration, Business Administration, Human Resources, Organizational Leadership, or a related field; or equivalent combination of education and relevant experience.
 - Three (3) to five (5) years of experience in workforce development, program implementation, operations coordination, contractor management, systems integration, or cross-functional project coordination.
 - Experience working with WIOA programs, public sector initiatives, education/workforce systems, or multi-partner environments preferred.
 - Proven ability to lead through influence in matrixed or decentralized environments.
 - Experience managing complex stakeholder relationships and competing priorities.
 - Strong facilitation, communication, and implementation coordination skills.
 - Ability to translate operational and technical concepts across diverse audiences.
 - Ability to build consensus and drive shared accountability across teams.
 - Experience supporting organizational and operational change initiatives across diverse stakeholder groups.
 - Proficient in Microsoft Office Suite, CRM systems, implementation/project tracking systems, virtual collaboration tools, and workforce reporting systems.
 - Learning Management System (LMS) familiarity preferred.
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PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may be modified any time with or without notice or due to funding changes.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have read this job description and fully understand all my job duties and responsibilities, and I am able to perform the essential functions as outlined in this job description. I understand that future performance evaluations and merit increases are based on my ability to perform the duties and responsibilities outlined within this job description to the satisfaction of my immediate supervisor, and I have discussed any questions I may have about these duties and responsibilities prior to signing this form.

Employee Printed Name

Date

Employee Signature

Workforce Solutions Greater Dallas is an EEO/AA/Drug Free Workplace Employer and complies fully with the Americans with Disabilities Act (ADA). Auxiliary aids and services are available upon request to individuals with disabilities. This position is grant funded.