

Workforce Solutions Deputy Director (Unclassified)

Position summary

The Deputy Director of Workforce Solutions reports to the Director of the Workforce Solutions Department and is responsible for managing and coordinating departmental programs, operations, and partnerships with external agencies. This position provides high-level administrative and executive support to the Director and assumes the Director's duties in their absence. At the direction of the Director, the Deputy Director supports the overall management and operational functions of the department, including oversight of workforce development programs, county strategic initiatives, and community-based services, while representing the department on countywide workgroups and committees. The Deputy Director fosters and strengthens internal and external stakeholder relationships and leads efforts to develop and implement a shared vision, aligned processes, and innovative strategies that enhance workforce development, economic growth, and business engagement in a manner that provides measurable value to Ramsey County residents and aligns with the County's mission, vision, and goals. This role also contributes to the department's long-range strategic planning, leadership, and direction and performs related duties as assigned.

Examples of work performed

- Develop a shared vision and process for workforce development initiatives that meets the needs of both job seekers and employers. Direct the operations for Workforce Solutions which may include procurement, contract management, partner relations, financial coordination, service delivery coordination, and management reporting.
- Support the Director in building partnerships with Ramsey County businesses, foundations, education, labor, trade associations, community and economic development agencies, housing, transportation and childcare agencies, workforce center partners and other jurisdictions to achieve collaboration and inclusiveness that will advance regional interests.
- Coordinate with cross-functional teams to ensure project timelines and deliverables are met.
- Lead interdepartmental efforts and proactively pursue participation in countywide initiatives as a member of the Community Supports & Services (CSS) Service Team to improve county service integration, promote efficient, effective and collaborative service delivery and meet the strategic goals and objectives of the County.
- Analyze organizational performance metrics and recommend strategic adjustments for improved service outcomes, continuous improvements and quality assurance measures.
- Manage budgets, financial planning, forecasting, resource allocation and related reports to ensure accurate and timely financial reporting.
- Identify and assess potential risks to the organization's operations and develop and implement risk mitigation strategies.
- Manage multiple grants prepare and present financial reports.



Supervisory/Managerial Responsibility

Supervise staff of up to five employees and direct the work of contractors, vendors and assigned Ramsey County personnel when providing project management of redevelopment projects.

Internal/External Relationships

Daily contact with multi-disciplinary project teams, city administrators, and community partners to discuss, influence and negotiate aspects of workforce development projects; daily to weekly contacts with legal counsel for County, other public agencies and authorities, and leaders of community organizations to provide information and coordinate activity of county concern or impact; and weekly to monthly contact with state and federal agencies and officials, elected bodies of local governments affected by workforce development projects.

Impact on Services/Operations

Impact on the County's ability to administer community-based workforce development programs in conformance with established guidelines. as well as establish partnerships with local employers to promote economic opportunity to Ramsey County residents and improve the county's tax base.

Work Environment

Work is normally performed in an office setting and includes two to six hours of keyboard use and operating computerized office equipment per day. Travel in the metro area and to other county, city, and state facilities to attend meetings may be frequent at times and include evening meetings.

Knowledge, Skills and Abilities Required

- A high level of integrity with strong ethics and values.
- Strong knowledge of program development, data and evaluation, procedures, and processes as well as specialty areas including workforce development, youth work, community engagement, and economic development.
- Knowledge of project management, methodology, principles and practices including project staffing, timeline development, specification requirement development and budgetary management.
- Knowledge and understanding of Board policies, procedures and objectives.
- Skill in problem-solving, conflict resolution, and the ability to initiate and implement measures to resolve non-performing situations and conflict between individuals with differing opinions and interests.
- Skill in influencing and negotiating with other local government entities to provide a shared effort and benefit when developing property or other economic growth initiatives.
- Skill in written and verbal communications to a wide range of audiences, including public speaking and making public appearances.
- Ability to provide leadership and instill a shared vision of excellence.
- Ability to encourage and foster a department culture of respect, collaboration and innovation.
- Ability to plan, organize and direct multi-disciplinary activities. Ability to set clear priorities among multiple tasks and stay focused on project benchmarks and deadlines.



- Ability to anticipate future trends, assess impact, and display a system-wide thinking approach.
- Ability to organize, manage, direct and motivate staff toward the accomplishments of objectives.
- Ability to understand the political climate within which the department must operate, while always acting apolitically.
- Ability to work with diverse groups of individuals and groups to identify and achieve common goals (local governments, community leaders, businesses, service providers, etc.) as well as promote a diverse and culturally competent workforce furthering racial equity.
- Ability to evaluate, trouble shoot and solve problems quickly and effectively.
- Ability to interact with various groups in establishing and maintaining credible and effective working relationships internally and with public officials, professional administrators, business owners, developers, and key individuals and organizations in the field of economic and community development.
- Ability to assist with administrative functions such as procurement, department budget preparation and analysis, costing analysis, staffing needs analysis, and other related areas.

