



The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Employment Service Program Manager

Open Date: January, 2023

Closing Date: Until filled

Pay Range: \$64,480.00 to \$68,640.00 Per Year

Job Purpose:

Under the supervision and direction of the Program Director, the Employment Service Program Manager is the primary person that manage staff and provide direct services to achieve program objectives and deliverables.

Job Responsibilities:

- Plans and Oversees all areas of program and service
- Oversees management of customer files and reports in accordance with agency's policies and procedures, and ensures compliance of all requirements of funding sources.
- Provides support, supervises and manages program and staff in daily operations.
- Works in conjunction with staff (employment specialist) to provide direct service to the clients to achieve goals and objectives.
- Analyzes customer flow process and gathers and incorporates external resources for an improved system in programming and grant management
- Responsible for meeting program goals by working with partners, collaboratives, government entities and other agencies in the workforce development area.
- Advocates for program, including establishing and maintaining relationships with government agencies, funders, and other community organizations.
- Markets and promotes the workforce service to businesses and employers in order to develop work opportunities for participants/job seekers
- Maintains knowledge of the community business needs to identify market trends and prospective work opportunities
- Assists Program Director in identifying and developing program funding to ensure continuation of program and service
- Seeking continuous professional development
- Evaluates staff performance and provide constructive coaching to staff periodically.



- Carries out teamwork to support and fill in other positions in the department as needed to ensure excellent service to both external and internal customers.
- Other duties as assigned from department, agency and collaboration.

Qualifications:

- Bachelor's degree in the business management, social or behavioral sciences or a related field, but can be substituted by five plus (5+) years of work experience in job-related field.
- Experience in the not-for-profit industry preferred
- Minimum of two (2) years of demonstrated supervisory abilities with responsibilities for staff training and development.
- Strong real-world business knowledge, including areas such as management, operations, and marketing.
- Proficient in modern office practices, procedures, and equipments such as Microsoft Office.
- A working knowledge of sales including the skills to identify and develop prospective customers for the workforce program
- Solid administrative and organizational skills.
- Strong communication, presentation, and writing skills.
- Demonstration of leadership and problem-solving skills
- Bilingual in Chinese or Spanish languages
- Valid California driver's license, proof of auto insurance, and available transportation.
- Previous work experience with clients who have limited English proficiency

Please send your resume to:

cschr@cscla.org

Subject: Employment Service Program Manager

**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**