



Job Title: Assistant Talent Services Manager (ATSM)

Department: Workforce Services

Location: Region 1

Reports To: Talent Services Manager

Supervisory Responsibilities: Assists the Talent Services Manager in supervision of assigned staff.

Organization Overview: Upper Peninsula Michigan Works! (UPMW) cultivates opportunities for developing a skilled workforce, helps businesses succeed, and collaborates with partners to build a strong economy. UPMW serves the 15 counties of Michigan's Upper Peninsula.

Position Overview: The primary function of this role is to ensure UPMW's compliance with program and participant eligibility standards. The Asst. Talent Services Manager has a role in the life cycle of workforce programs including eligibility, enrollment, supportive services, exit, follow-up and ongoing compliance. This position serves as a lead for Talent Specialists in a sub-region.

Essential Job Functions:

- Oral Comprehension and Expression – The ability to listen to and understand information and ideas presented through spoken words and sentences and to communicate information and ideas in speaking so others will understand.
- Written Comprehension and Expression — The ability to read and understand information and ideas presented in writing and communicate information and ideas in writing so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern per a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Active Learning – The ability to understand the implications of new information for both current and future problem solving and decision making.
- Time Sharing – The ability to shift back and forth between two or more activities or sources of information.
- Driving – The employee must possess a current, valid driver's license and be able to travel within the UP.

Specific Job Duties:

- Foster customer service excellence and a positive atmosphere in the American Job Center.
- Ensure proper documentation of enrollment, participation, exit, and follow-up as directed by program guidelines, including but not limited to Workforce Innovation and Opportunity Act (WIOA), Employment Services (ES), Partnership Accountability Training Hope (PATH) and Trade Adjustment Assistance (TAA).
- Review and enforce strict guidelines for participation in appropriate workforce programs.
- Convey standardized procedures and compliant actions to staff responsible for client relationship.
- Navigate One-Stop Management Information System (OSMIS) as an expert, identifying errors, omissions and training needs for staff.

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- Process approvals and modifications to minimize lag time in service delivery. These include PATH Community Service Agreements, and individual training account requests for Michigan Training Connect, among others.
- Approve program enrollments and supportive service requests up to \$500.
- Complete required monitoring of all work experiences within the sub-region.
- Input timely and accurate data into budget documents; read budgets for understanding.
- Develop process maps for sequential and routine activities.
- Work collaboratively with team members including Talent, Business Services, and other staff to achieve successful program outcomes.
- Support the Coordinator team to develop, implement and improve local policies and procedures; assist to identify and correct inconsistencies.
- Perform supervisory duties delegated by the TSM including, but not limited to, scheduling, time and attendance, staff training and coaching, conflict resolution, team matters, opening, closing, and inventory.
- Other duties as assigned.

General Job Duties:

- Provide high quality customer service to all customers, internal and external.
- Promote access to and use of all available Workforce Services resources.
- Use applications in the Microsoft Office Suite to advance work.
- Maintain timely and accurate data entry.
- Develop and continually increase knowledge as a Subject Matter Expert (SME) in a selected area(s).
- Create, produce, and provide written materials as needed.
- Develop and maintain trusting relationships; uphold confidentiality and standards of professionalism in all activities.
- Represent Michigan Works! positively in public; be an ambassador in the local community.
- Other duties as assigned.

Education / Qualification Preferences:

- Bachelor's Degree in business, accounting, public administration, or related fields preferred.
- Workforce Development experience preferred.
- Leadership or supervisory experience.
- Proficient with Microsoft Office and other standard applications.
- Ability to critically analyze information and problem solve.
- Ability to multi-task, manage significant amounts of information and dependably follow processes.
- Ability to communicate effectively with others to create a productive environment.
- Approachable demeanor.
- Impeccable integrity.

Status: Non-exempt, full time.