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Eastern Indiana Workforce Development Board
Providing WorkOne Leadership to Eastern Indiana
rd, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union and Wayne Counties

JOB DESCRIPTION

Outreach Services Manager

Alliance for Strategic Growth, Inc. (ASG, Inc.): ASG, Inc.(d/b/a Eastern Indiana Works) convenes regional employers to design and implement exceptional initiatives that meet employer workforce demands and contribute to the sustainable prosperity of Eastern Indiana (Economic Growth Region 6).

POSITION OVERVIEW

- Plan, organize, monitor, and guide outreach and training initiatives for Eastern Indiana Works (EIW) through its regional WorkOne system.
- Positively represent Eastern Indiana Works in the community to promote our initiatives and services.
- Ensure customer experiences within our workforce ecosystem is positive and impactful.

SCOPE OF RESPONSIBILITY

Provides support to Eastern Indiana Works in the following areas:

- Manage Partner Relationships in the community and regularly attend events and meetings to promote EIW services and initiatives.
- Responsible for planning weekly and quarterly trainings for EIW Staff and partner staff including WorkOne staff.
- Participation in the design, assessment and implement processes of EIW initiatives.
- Coordinate employers, community partners, and vendors to implement and accomplish assigned EIW initiatives.
- Facilitate internal trainings and meetings with the operations team (EIW and/or external service provider).
- Monitor service performance via EIW approved/assigned tools.

QUALIFICATIONS

- Strong problem-solving abilities.
- Demonstrated ability to make decisions and lead under pressure, and in a manner that reflects the corporate mission.
- Exceptional communication and presentation skills in diverse settings.
- Ability to multi-task and execute multiple projects to meet deadlines.
- Ability to engage and add value to diverse strategy processes.
- Exceptional integrity.
- Ability to adapt well to workplace and scheduling changes.
- Exceptional attention to detail.
- Ability to maintain confidentiality of corporate and employer data/strategy.
- 4-year degree from a regionally accredited institution preferred. Combination of education and verifiable, pertinent employment history considered.

ASG, Inc. (d/b/a Eastern Indiana Works)

POSITION TYPE: Full-time

REQUIRED BEFORE HIRING: Criminal and Driving Records Check, Drug Screen

COMPENSATION: Paid-Time-Off, Health Insurance Stipend, 403(b) Retirement Option (with employer match)

HOURS OF WORK: Minimum of 40 hours. May occasionally require more than 40 hours per week.

WORK PARAMETERS: Office Space and equipment will be provided by ASG, Inc., some remote work.

WORK EVALUATION: Performance is heavily weighted towards meeting deadlines, delivery of exceptional outcomes and execution of corporate strategies.

REPORTS TO: Vice President of Operational Strategies

DIRECT REPORTS: None

INTERACTS WITH: Employers, Customers/Clients, IN DWD, Service Providers, General Public.

TRAVEL: Regular. Requires an Indiana Driver's License, an unblemished driving record, and an insured, safe personal owned vehicle. Occasional trips outside the region for training/conferences. May require air travel.

REIMBURSEMENTS: Mileage reimbursement established by the IRS. Timely submission of corporate reimbursement documents is required.

The above statements are intended to describe the general nature of work performed by the employees assigned to this job. All employees must comply with Company policies and applicable laws. The responsibilities, duties and qualifications required of personnel so classified may vary. A criminal record check and drug screen will be required prior to hiring. Random drug screens may be required by employer. ASG, Inc. is an equal opportunity employer.