



821 Highway 51 South  
Batesville, MS 38606  
Telephone: 662.563.4656  
Facsimile: 662.563.1644  
Toll Free: 800.733.5627

**OA/CTSMANAGER**

Department: OA/CTS  
Classification: **Exempt**  
Status: **Full-Time**

Reports To: Center Director  
Dates of (1st) Posting: 09/30/2024 – 10/01/2024  
Salary: **Contact Human Resources**

**GENERAL FUNCTIONS:**

**Primary Position Objectives**

Directly supervises the admissions counselors, career transition specialists, and OA/CTS support specialist in compliance with government and management directives. Responsible for the daily operation of the outreach, admissions, and career transition services functions. Additionally, the OA/CTS Manager will be responsible for Quality Control ensuring the data presented during the application process for enrollment and placement verification documentation is accurately presented, adheres to an established quality standard, and is in compliance with government and management directives.

**MINIMUM QUALIFICATIONS:**

**Experience**

Four to six years related experience and/or training. One-year supervisory experience preferred.

**Education**

Bachelor's degree in human services, psychology, counseling, education, social science, business, communications, or closely related field, and two years related supervisory experience; or Associate's degree and four years related supervisory experience required.

Days/Hours: 40 hours per week. 5 days a week.

**Job Description:**

- Plan, coordinate and supervise the administrative, outreach and admissions, and career transition services of the career development system.
- Provide staff training, evaluate staff performance and implement departmental changes as approved by the center director and coordinated with the human resources manager prior to implementation.
- Assist the center director in preparation of departmental budget; monitor/control expenditures; review and recommend changes to budget authorizations.
- Assist in the development and implementation of new and revised policies and procedures affecting outreach, admissions and placement functions.
- Review and audit all assigned areas regularly for contractual compliance and effectiveness of delivery of services to prospective students, applicants, enrolled students, former enrollees, and graduates. Prepare related reports.



## FINCH-HENRY JOB CORPS CENTER

821 Highway 51 South  
Batesville, MS 38606  
Telephone: 662.563.4656  
Facsimile: 662.563.1644  
Toll Free: 800.733.5627

- Ensure timely and accurate submission of proper documentation of potential students and review with appropriate Serrato representatives and government offices.
- Develop and maintain multimedia materials for outreach, recruitment, and employer engagement to include but not be limited to brochures, posters, slide shows and public service announcements.
- Conduct innovative outreach activities including public speaking, recruiting for onsite tours and conducting a pre-enrollment orientation program for potential enrollees.
- Verify eligibility for enrollment in Job Corps; maintain accountability logs of applications taken, numbers of eligible students departed and quota attainment; submit logs for DOL review/approval.
- Provide oversight of career transition services to ensure they are providing service which includes but is not limited to initial placement, periodic correspondence and referral to other support and family services and required by the PRH and Serrato Corporation.
- Personally contact employers to develop job opportunities; develop lasting relationships to help provide better career transition services.
- Plan, coordinate and supervise the administrative, outreach and admissions, and career transition services of the career development system.
- Provide staff training, evaluate staff performance and implement departmental changes as approved by the center director and coordinated with the human resources manager prior to implementation.
- Assist the center director in preparation of departmental budget; monitor/control expenditures; review and recommend changes to budget authorizations.
- Assist in the development and implementation of new and revised policies and procedures affecting outreach, admissions and placement functions.
- Review and audit all assigned areas regularly for contractual compliance and effectiveness of delivery of services to prospective students, applicants, enrolled students, former enrollees, and graduates. Prepare related reports.
- Ensure timely and accurate submission of proper documentation of potential students and review with appropriate Serrato representatives and government offices.
- Develop and maintain multimedia materials for outreach, recruitment, and employer engagement to include but not be limited to brochures, posters, slide shows and public service announcements.
- Conduct innovative outreach activities including public speaking, recruiting for onsite tours and conducting a pre-enrollment orientation program for potential enrollees.
- Verify eligibility for enrollment in Job Corps; maintain accountability logs of applications taken, numbers of eligible students departed and quota attainment; submit logs for DOL review/approval.
- Provide oversight of career transition services to ensure they are providing service which includes but is not limited to initial placement, periodic correspondence and referral to other support and family services and required by the PRH and Serrato Corporation.
- Personally contact employers to develop job opportunities; develop lasting relationships to help provide better career transition services.
- Coordinate and maintain communications between career development services, student records, OA/CTS, and other departments pertaining to center input and placement needs.



## FINCH-HENRY JOB CORPS CENTER

821 Highway 51 South  
Batesville, MS 38606  
Telephone: 662.563.4656  
Facsimile: 662.563.1644  
Toll Free: 800.733.5627

- Ensure case notes are entered based on PRH and Serrato Corporation requirements for all students assigned and eligible for services by the OA/CTS department.
- Participate on local workforce investment board and one-stop center meetings.
- Participate on industry advisory council.
- Maintain linkage with the community relation council.
- Perform Quality Control Review of all completed applications for enrollment and placement documentation ensuring accuracy for specific data entry and documentation as required by the PRH and Serrato Corporation.
- Scanning completed and approved applications into the OASIS and CTS e-Folder database in a timely manner.
- Appropriate follow up with potential applicants for missing application data and follow up with Job Corps Staff to ensure application reviews are in progress, complete, and admission is timely.
- Tracking folder progress through admission process.
- Providing appropriate follow up with students upon arrival to assist with student retention and successful completion of the Job Corps Program.
- May assist with the scheduling of Outreach Fairs, Expos, Community Meetings, and with execution of special Outreach events, orientations, and tours.
- Proofreading, data entry, spreadsheet management.
- Maintaining outreach calendars.
- Assisting in the preparation of applications, ordering marketing materials, and office supplies necessary for the department.
- Complete weekly and monthly reports and required trainings.
- Lead the OA/CTS team and encourage teamwork among the Outreach and Admissions and Career Transition Services teams and with all Center staff and departments.
- Cultivate and maintain a climate on center which is free of harassment, intimidation, and disrespect to provide a safe place for staff and students to work and learn.
- Evaluates personnel under his/her management and makes recommendations regarding disciplinary actions, promotions, and/or merit increases.
- Works toward meeting performance management goals.
- Adheres to required property control policies and procedures.
- Maintains good housekeeping in all areas and complies with safety practices.
- Continual support and adherence to the CDSS plan and Code of Conduct system.
- Complies with all DOL guidelines, OFCCP regulation, Quality Assurance Plan (QAP) Serrato policies and procedures, Job Corps notices and bulletins, and Center policies and procedures.
- Demonstrates and abides by Serrato Corporation's core values and operating principles.
- Models, mentors, monitors appropriate Career Success Standards.
- Helps students become more employable through continuous reinforcement.
- Participation in PRH mandated staff training is mandatory. Failure to participate may result in disciplinary action up to and including termination.
- Performs other duties as assigned.



## FINCH-HENRY JOB CORPS CENTER

821 Highway 51 South  
Batesville, MS 38606  
Telephone: 662.563.4656  
Facsimile: 662.563.1644  
Toll Free: 800.733.5627

### Certificates, Licenses, Registrations

Valid State Driver's License.

**Interested applicants may forward a resume and appropriate credentials to:**

Finch-Henry Job Corps Center  
Attn: Human Resources  
pittman.lucy@jobcorps.org  
Visit our website at  
<https://serratocorp.com>  
An Equal Opportunity Employer  
M/F/ Veterans/Disability

