



# Job Description

<b>Job Title:</b>	Program Evaluation Manager	<b>FLSA Status:</b>	Exempt
<b>Department:</b>	Workforce Program Development	<b>Reports to:</b>	Senior Director, Workforce Program Development
<b>Effective:</b>	January 5, 2023		

## PURPOSE

The Program Evaluation Manager provides leadership and subject-matter expertise on assessing, tracking, and reporting workforce program efficiency, effectiveness, and overall performance. This professional position demonstrates a high degree of proficiency in conducting programmatic evaluations and analyses, possesses strong writing and speaking skills, and displays sound knowledge of Florida’s workforce system and the laws and rules that govern it. This role participates in the definition and development of CareerSource Florida strategic programs, designing approaches for assessing and reporting programmatic performance, contributing to the identification of program strengths and opportunities for improvement, and deploying new or revised programs designed to enhance CareerSource Florida network performance.

## KEY DUTIES AND RESPONSIBILITIES

- Executes business processes and projects to evaluate performance of workforce programs and initiatives using quantitative and qualitative analysis.
  - Manages processes for information collection, analysis, and integration aimed at accurately assessing and improving strategic performance outcomes.
  - Prepares user-friendly analytic tools, reports, and visualizations showing status and trends for performance measures that support organizational objectives.
  - Collaborates with partners and subject-matter experts to access and analyze data sources to produce, refine, and promote the use of key reports related to programmatic performance.
  - Develop, write, and edit program reports and briefs to deliver actionable and easily understandable findings for leadership and stakeholders.
- Serves as a project manager for programmatic initiatives from organizational leadership, board, councils, and local boards.
  - Supports planning, implementation, training, and reporting efforts for objectives.
  - Generates status reports and updates to materials for ongoing board and council initiatives.
    - i. Facilitates execution of UX enhancements to key programmatic websites;
    - ii. Coordinates revisions to public-facing information on LWDB letter grades;
    - iii. Conducts outreach to local boards on programmatic uses of CLIFF Suite of Tools.
  - Manages partner activities associated with applications to the Master Credentials List, documents decisions, and carries related processes through to completion.
  - Demonstrates sound judgment to ensure that program or project updates, as well as any pertinent information related to CareerSource Florida, are clearly, concisely, and promptly communicated to leadership.
  - Acquire and maintain subject-matter expertise on relevant federal workforce programs

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including but not limited to Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

**QUALIFICATIONS AND WORK EXPERIENCE**

- Five years of professional experience in research, analysis, program planning, and/or evaluation.
- Experienced in the techniques and objectives of data analysis and performance reporting.
- Strong understanding and application of data visualization concepts and presenting information in a way that is accessible and easily understood by internal and external partners.
- Experience with implementation and delivery of federal or state policies and programs.
- Possesses advanced written and verbal communication skills, along with a proven ability to develop and maintain working relationships with internal and external stakeholders.
- Highly competent in all aspects of project management—displaying demonstrable skill in project planning, initiating, executing, controlling, and closing.
- Highly skilled with data visualization products, document management systems, and Microsoft Office products— including Outlook, Word, Excel, PowerPoint, and Project/Portfolio Management.
- Ability to travel as required.

**EDUCATION OR CERTIFICATIONS**

- Bachelor's Degree from an accredited college or university, or equivalent experience.
- Project Management Professional certification preferred.

**PHYSICAL REQUIREMENTS**

- Prolonged periods of sitting at a desk and working on a computer.
- Periodic standing, kneeling, and bending.
- Must be able to lift up to 10 pounds at times.

**SALARY RANGE**

\$64,445 - \$82,436 - \$100,226

**CareerSource Florida is subject to the Public Records Law, Chapter 119 of the Florida Statutes and the Sunshine Law, Chapter 286 of the Florida Statutes. Applicant submissions could potentially be subjected to public disclosure.**

**CareerSource Florida is an Equal Opportunity Employer and an E-Verify Employer.**