

NEMO WORKFORCE DEVELOPMENT BOARD
One-Stop Operator Requirements

The primary role of the One-Stop Operator is to identify issues that need to be addressed that have to do with service delivery and performance. The One-Stop Operator works with partners to form acceptable solutions to issues.

- A. The Functional Leader/One-Stop Operator of each location will be responsible for the day-to-day supervision of Job Center staff and oversee local service delivery under the guidance of the Workforce Development Board. The Workforce Development Board has identified some key functions of staff that will apply to the Northeast Region Missouri Job Centers:
- Staff members will engage job seekers to identify barriers to employment and refer them to Missouri Job Center services that will help address identified barriers.
 - Job Center staff will deliver a variety of skill development and job seeking services for customers addressing their needs in the areas of training and employment. Services can be delivered one-on-one or in a group setting.
 - Job Center staff will facilitate and deliver workshops and group sessions instructing customers on various skill development opportunities, including basic skills development, customer service, computer skills, job search skills, career readiness, and training enhancement options.
 - Job Center staff will meet with customers to assist them in their job search efforts (resumes, interviews, internet job search, and other topics), assist job seekers in locating appropriate job openings, and assist individuals in applying for these jobs. Team members will also coordinate with the Job Center Manager in efforts to engage business and industry per hiring and training needs.
 - Job Center staff will assist in maintaining a system to track, review, and analyze documentation of customer activities in the Missouri Job Center management information system, currently known as MoJobs.
 - The Workforce Development Board may also require the Job Center staff to perform other duties as deemed necessary.
 - The One-Stop Operator must disclose any potential conflicts of interest arising from the relationships with training service providers or other service providers, including but not limited to career service providers.
 - The One-Stop Operator must refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services.

- Comply with Federal regulations and procurement policies, relating to the calculation and use of profits.
 - Due to the recent COVID-19 Pandemic, many of our normal ways of doing business has changed. Staff will deliver services virtually for those jobseekers who have transportation or other barriers and will use virtual technology to accomplish other tasks as needed and required.
- B. The Northeast Missouri Region has elected to combine the One-Stop Operator and Staffing Contracts by Job Center region. The Northeast Region is divided into three Job Center regions as follows: **Kirksville Job Center** consists of Adair, Knox, Macon, Randolph, Schuyler, and Scotland counties; **Hannibal Job Center** consists of Clark, Lewis, Marion, Monroe, Pike, Ralls, and Shelby counties; **Warrenton Job Center** consists of Lincoln, Montgomery, and Warren counties.
- C. The Contracting Agency/One-Stop Operator will demonstrate the objectives listed below:
- Promote a cohesive team approach to the provision of services to customers.
 - Exhibit competent and cooperative management with a vision for staffing and supporting the Missouri Job Center system.
 - Demonstrate a commitment and ability to ensure that staff is customer service oriented and available to serve job seekers and employers.
 - Exercise a willingness to integrate resources and activities with other organizations.
 - Respond with flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve.
 - Survey for customer satisfaction.
 - Assist all partners to achieve the levels of performance expected of them by their funding source.
 - Provide all partners and staff with all information and communications needed for their optimal performance as part of the Job Center.
- D. The minimum hours of operation for each Missouri Job Center are 8:00 a.m. to 4:30 p.m., Monday through Friday. With the exception of one hour per week to allow for a Job Center staff meeting. These weekly meetings must be held on the same day and time each week for consistency and the adjusted hours clearly posted for the public. (i.e. 8-4:30 Monday-Thursday, 9-4:30 Friday) Job Center staff must maintain a work schedule of at least 40 hours per week.

E. The Contracting Agency/One-Stop Operator is not required to provide staffing on state-recognized holidays and any other dates of closure as designated by the Governor. The current schedule is as follows:

- New Year's Day
- Martin Luther King, Jr. Day
- Lincoln's Birthday
- Washington's Birthday/President's Day
- Truman's Birthday (observed)
- Memorial Day
- Juneteenth Day
- Independence Day (observed)
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day (observed)

F. The One-Stop Operator and all parties/staff will sign and abide by the NEMO WDB Conflict of Interest policy.

G. Prohibited Functions of the One-Stop Operator

- Convene system stakeholders to develop the local plan
- Prepare and submit the local plan
- Conduct oversight over itself or its functions
- Manage or participate in the competitive selection process of the one-stop operators
- Select or terminate one-stop operators, career service providers, and youth providers
- Negotiate local performance accountability measures
- Develop and submit budgets for activities of the Local WDB