



workforce
SOUTHWEST WASHINGTON

Director of Operations

Job Description

POSITION OVERVIEW

The local workforce development system is shaped by federal and state legislation, county commissioners, its Board of Directors, and local system service providers. This workforce network encompasses local industries, two WorkSource centers, two community colleges, the WSU Vancouver campus, and a full complement of community-based organizations throughout the region of Clark, Cowlitz and Wahkiakum counties. Central to the creation of this system is compliance with the federal mandates of the Workforce Innovation and Opportunity Act (WIOA), which requires that workforce training and employer service activities be accomplished with the smooth integration of efforts among mandated partners in the WorkSource (one-stop) centers and maximized community outreach.

This senior-level position is responsible for developing, implementing, and administering operations within the WSW administrative office and our two WorkSource centers. The Director of Operations is responsible for managing and coordinating WorkSource partnerships, data integration and interpretation, and creative networking to continually enhance and broaden the reach of workforce development programs aimed at enriching people's lives. This position reports to the Chief Executive Officer.

ESSENTIAL FUNCTIONS

1. Actively supports the CEO, the board and other staff members in carrying out the mission, vision and strategies of WSW.
2. Works with CEO and staff to develop and maintain exceptional operational planning, execution and processes for WSW internal operations and WSW WorkSource centers.
3. Serve as chief administrative officer in the absence and delegation of the CEO.
4. Develops and presents to CEO and board for review WorkSource Strategic and Operations Plans.
5. Manages all IT and technology assets for WSW and advises on technology development, plans, and implementation for WorkSource sites.
6. Create and ensure efficient and effective operations and integrated service delivery in all WorkSource one-stop centers, affiliate sites and connection sites:
 - a. Have a strong understanding of the workforce development system and its partners

that will produce efficient, cost-effective and successful processes that meet the goals within the WSW and WorkSource strategic plans.

- b. Leads the implementation and evaluation of the WorkSource strategic plan.
 - c. Provide and exhibit leadership in line with WSW's mission and vision for all WorkSource staff that sustains common values, organizational directions, performance expectations, customer focus criteria, and collaboration and cooperative activities.
 - d. Foster partnerships within the WorkSource centers to function as a multi-agency team, and promote and participate in collective accountability that recognizes system outcomes in addition to individual partner program outcomes.
 - e. Lead and manage the successful development, execution, and implementation of WorkSource infrastructure funding agreements (IFAs) and associated memorandums of understanding (MOUs) for WSW
 - f. Maintains a system for ensuring one-stop and affiliated centers are certified.
 - g. Ensure excellent customer services for all employers, including implementation and evaluation of the validated talent pool procedures.
 - h. Monitor and coordinate the provision of quality integrated services to all customers within the one-stop centers.
 - i. Facilitate problem-solving and continuous improvement within the one-stop centers.
 - j. Resolve conflicts among partners in alignment with dispute processes, and respond to complaints of one-stop customers.
 - k. Recruit additional partners as needed and appropriate.
 - l. Facilitate, create and manage connection sites.
7. Use data to understand WSW operations and WorkSource centers' performance and recommend improvements:
 - a. Review all partners' performance data. Conduct quarterly evaluations of the programs' effectiveness.
 - b. Support the Director of Programs, Director of Business Services and the Director of Quality Assurance in ensuring compliance with all WSW policies and procedures.
 - c. Conduct bi-annual customer satisfaction surveys and report results.
 - d. Conduct bi-annual staff/partner satisfaction surveys and report results.
 8. Provide oversight on the WorkSource Center Operator, including attention to:
 - a. Facilities management
 - b. Staff training
 - c. Staff committees

- d. Marketing centers
 - e. Resource-sharing agreements
 - f. Site Certification
9. Attend and report to WSW committees and the WSW Board of Directors regarding any and all aspects of WSW Operations and the WorkSource centers.
 10. Other duties as assigned.

KNOWLEDGE AND SKILLS

- Bachelor's degree, plus five (5) years' experience; or equivalent combination of education and experience in workforce development or related field.
- Excellent oral and written communication skills.
- Demonstrated experience in operations leadership, partnership development and maintenance.
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations, and ability to create complex cost proposals.
- Demonstrated experience in management and evaluation techniques.
- Demonstrated experience with IT, technology, and data management systems
- Ability to gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and oral formats.
- Skilled in planning and prioritizing work effectively, working independently and with minimal supervision.
- Skilled in effectively operating standard office equipment including personal computer and related software.
- Strong interpersonal skills and ability to work collaboratively with colleagues and partners.

ADDITIONAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are in addition to the essential functions and required skills:

- Valid Driver's License
- Properly licensed and insured automobile, available for use during work hours
- The employee is required to be present in the workplace on a regular and reliable basis. Normal work hours are M-F 8:00 am to 5:00 pm; however, occasional evening and/or weekend assignments may occur.

WORK ENVIRONMENT

Work is performed at WSW offices, WorkSource Vancouver and WorkSource Kelso and as needed at various sites throughout the three-county region of Southwest Washington State. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This is a salaried, exempt position. Starting compensation range is \$70,000 to \$75,000 annually. Benefits are provided/available as outlined by policy, which may change from time to time as circumstances warrant.

Workforce Southwest Washington is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.

APPLICATION INSTRUCTIONS

Send resume and cover letter, ATTN: Kevin Perkey, CEO, to info@workforcesw.org.

No phone calls or drop-in visits, please.