



**SOUTHWEST WDA ONE-STOP OPERATOR  
CONTRACT WITH CAREER PATH SERVICES  
EFFECTIVE SEPTEMBER 1, 2025 – SEPTEMBER 30, 2026**

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**Overview:**

WSW has designated the Subrecipient as the “One-Stop Operator,” as defined in WIOA Section 121(d) (“Operator”), for both WorkSource Vancouver and WorkSource Kelso. The Subrecipient will work collaboratively with WSW and One-Stop Partners to ensure alignment with local, state, and federal policies; consistency with WSW’s strategic goals; and coordinated delivery of client services across funding streams.

This role provides leadership for the Business Services Team, administrative oversight of Guest Services staff, and support to ESD supervisors in their management of Guest Services. The Operator is also responsible for coordinating with Center leadership and assisting with the operational needs of both Centers.

The Subrecipient will be responsible for the following:

**I. Operations Manager – One-Stop Operator (OSO)**

**Business Services Leadership**

- Provide functional supervision for the Business Services teams in Vancouver and Kelso.
- Maintain, update, and implement the WorkSource Business Engagement Plan, including agreed upon metrics.
- Ensure compliance with the [Coordinated Business Services Policy](#).
- Ensure that connecting WorkSource and NEXT Success job seekers to WorkSource employer job openings remains the priority for the Business Services team (includes tracking job orders filled/placements).
- Ensure businesses are served by a single point of contact at WorkSource (IE – an industry specific business services team member).
- Support workforce development projects and initiatives in healthcare, advanced manufacturing, construction, and clean energy.

**Operations & Coordination**

- Work jointly with WorkSource Directors to manage daily operations, including facilities, schedules, and closures.
- Plan and facilitate directors’ meetings, staff meetings, and professional development.
- Liaise with WSW and WorkSource directors to ensure alignment and communication.
- Support special projects (e.g., WorkSource Reimagine).
- Dedicate 30% of time to Kelso; on-site at least weekly.



- Coordinate staff training with WSW, WorkSource, and NEXT Success, including at least one All-Staff Day (contract covers costs).
- Continue regularly scheduled “Coffee Connects” with NEXT Success (contract covers refreshments).

### **Administrative Responsibilities**

- Submit quarterly report using the WSW template by the 20th of the month after quarter end.
- Serve as contact for Equal Opportunity, Code of Conduct, and accessibility compliance.
- Partner with WSW to schedule monthly career coaching sessions in Kelso and Vancouver.
- Support WSW-led projects (e.g., certification and annual certification report).
- Provide updates to WorkSource directors; meet bi-weekly with WSW directors to share progress.
- Collaborate with communications contractor on compliant and effective outreach.
- Co-Location Liaison.
- Work with directors to ensure staffing at designated co-locations.
- Communicate regularly with site leaders, ensure MOUs/agreements are followed, and conduct periodic site visits.
- Report staffing or operational challenges to WorkSource directors/supervisors.
- System & Partner Collaboration.
- Align WorkSource and NEXT Success services to ensure a seamless customer experience for businesses and job seekers.
- Support staff use of WaWorks, WSWA, and other MIS systems.
- Provide content to the communications contractor for outreach.
- Provide administrative oversight of Guest Services staff, in coordination with ESD supervisors who maintain direct supervisory authority.

### **II. Guest Services Representatives (GRS) Responsibilities**

- Operate under ESD functional supervision; HR managed by Career Path Services.
- 1 FTE – Kelso; 1 FTE – Vancouver.
- Serve as first point of contact for customers in Vancouver and Kelso.
- Greet and assist visitors, answer questions, and connect them to orientations, workshops, or staff.
- Maintain knowledge of WorkSource services to guide customers effectively.
- Understand Equal Opportunity policies, accommodations, and assistive technology.
- Uphold the WorkSource Code of Conduct with professionalism and a positive attitude.



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- Use de-escalation skills to maintain a safe environment.
- Refer customers to community resources as appropriate.
- Assist with WorkSource accounts and basic tech support.
- Handle phones and general customer needs for smooth operations.
- Manage laptop check-out, return, and inventory.