

Northwest Workforce Council

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- www.nwboard.org -

POSITION TITLE:	Workforce Operations Manager
Location:	Northwest Workforce Council administrative office, located in WorkSource Whatcom (101 Prospect St., Bellingham, WA)
Reports to:	Deputy Director
Type of Position:	Full-Time Exempt (M-F / 40 hrs per wk)
Salary:	\$62,700 - \$88,000
Benefits:	Full Package Provided

Northwest Workforce Council (NWC) (www.nwboard.org) is recruiting for a Workforce Operations Manager as part of the agency's Executive Leadership Team. In that capacity, the position holds considerable decision making and policy impact on the regional workforce system operations (comprised of Skagit, Whatcom, Island, and San Juan Counties). Responsible for overseeing operating procedures within the agency.

POSITION OVERVIEW: Involves the performance of specialized work in maximizing efficiencies of day-to-day operations of the administrative and service delivery systems of the agency. Work will consist of performing challenging and varied duties including, but not limited to: Policy formulation, analysis and updates, operational and fiscal oversight, contract preparation and negotiation. The refinement of business processes includes defining strategies to improve productivity and efficiency levels. Receives general supervision from Executive Director and/or Deputy Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Works primarily with the Deputy Director and Financial Manager in analyzing and interpreting contract/program performance data, generating expenditure reports, and in coordinating the Council's internal efforts to meet legal and contractual requirements.
- Works with Financial Manager to develop and manage systems to assure timely and accurate completion and submission of periodic reports, including regular fiscal status reports
- Liaising with leadership team to develop and implement innovative initiatives; ensures agency-wide compliance
- Manages the established policies and procedures and how the organization operates on a day-to-day basis.
- Provides support to the Workforce Council by preparation of written policy statements, concept papers, reports and analysis, correspondence, and other support documents
- Manages procurement processes and assists in contract negotiation, including facility leases
- Performs research and evaluation functions necessary to ensure compliance with applicable federal, state, and local laws and regulations.
- Creates and maintains defined quality processes, with internal controls that assure quality performance and conformance with applicable federal, state, and local laws and regulations
- Assists NWC Program Managers in their assignments to ensure all aspects of contract responsibilities are being met and recommends adjustments as necessary
- Managing internal teams to foster exchange of ideas and consistently provides improvement to organizational processes
- Manages assigned projects and contracts/grants
- Provides leadership in high level community partnership and services design work
- Assists in strategic planning, including any subsequent modifications

ESSENTIAL SKILLS: This position is a member of the agency's executive leadership team dedicated to the mission and vision of the organization. However, many duties are performed relatively independently and require a professional individual with the following characteristics:

1. Excellent decision making and problem solving skills are essential.
2. Skill applying relevant laws, rules, and policies to specific situations
3. Requires advanced level use of: Microsoft Word, Excel, PowerPoint, and Outlook; LinkedIn, and other business-related technical applications.
4. Ability to gather, organize, manipulate, and present data and analysis including fiscal, programmatic, performance and customer satisfaction data
5. Analytical skills to validate and interpret information/data and describe in a clear, concise manner
6. Excellent written, verbal, and interpersonal communication; decision making and problem solving skills
7. Demonstrated proficiency in project management and applying LEAN principles, including experience in building systems
8. Adaptability. Must be able to think and act flexibly in developing new ways to improve systems and operations. Can garner support as needed and manage change processes.
9. Strong understanding of business processes and systems
10. Demonstrated leadership skills using team concepts and appropriate empowerment skills to create an environment that fosters partnership, productivity, teamwork
11. Coalition building skills
12. Alertness, sensitivity and resourcefulness regarding the needs and interests of all customer groups

MINIMUM QUALIFICATIONS:

- In addition to Essential Skills, a Bachelor’s degree is required, Graduate degree preferred, plus a minimum of five (5) years relevant work experience, related to a field which includes experience in contract management, research and data analysis, and demonstrated effective experience facilitating organizational development, OR combination education/work experience to fulfill essential skills.
- Documented ability to manage complex, multi-faceted projects, including the collection and analysis of data is required. Computer application skills in word processing and Excel in a network environment are required.
- Excellent interpersonal skills and a courteous and professional attitude; present a neat appearance to the public. Demonstrable experience in coalition building or leading collaborative group enterprises is desirable.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Additional Requirements are listed here:

- The Workforce Operations Manager is an exempt, professional position with the Northwest Workforce Council which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. Normal business hours are Monday through Friday, 8:00 AM to 5:00 PM. Occasionally alternate schedule/hours may be required to effectively execute duties of the position.
- Work is conducted primarily in an office setting and will involve some limited travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates
- Valid Washington state driver license, and properly licensed and insured vehicle available during work hours
- During the six-month provisional employment period, the applicant must be able to perform the essential functions of job and without any extended leave time
- Consistent with public health agency recommendations, being fully COVID-19 vaccinated is a condition of employment. Demonstration of vaccination status is required before employment commences.
- The position requires passing a criminal background check as condition of employment

BENEFITS:

For a more detailed look at NWC’s Benefit Package, please visit www.nwboard.org. Beginning salary is \$62,700 per year, PLUS each employee receives an excellent benefit package which includes:

- Employer paid employee medical and vision
- Employer paid family dental insurance coverage
- Employee Assistance Program
- Long term disability insurance

- Paid vacation and sick leave
- Eleven paid holidays including floating holiday
- Employer fully funded (@ 7%) retirement plan; AND employee 401K option.

APPLICATION PROCEDURE: Only those applications that contain the following required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials. To apply, please submit the following to HR@workforcenorthwest.org:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Supervisory (or other Professional) References w/ current contact information** (minimum three)
4. **Detailed Response** to the following two questions:
 - *What is your understanding of the position?*
 - *How are you uniquely qualified for the position?*

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing. NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position is open until filled.

Northwest Workforce Council is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. Contact NWC HR@workforcenorthwest.org.