

JOB POSTING Director of Operations

COMPANY: SOUTHERN INDIANA WORKS, NEW ALBANY, IN/REGION 10 WORKFORCE BOARD, INC.

JOB LOCATION: 2125 STATE ST.NEW ALBANY IN

WORK SCHEDULE

- This is a full-time, exempt position.
- The standard work schedule is Monday through Friday, during regular business hours.
- The Director of Operations is expected to maintain an on-site presence at the Southern Indiana Works office during operational hours to support staff, oversee daily functions, and ensure continuity of services.

JOB SUMMARY

The Director of Operations plays a critical leadership role in ensuring the effective and efficient functioning of Southern Indiana Works and the Southern Indiana WorkOne Career Center. This position oversees core operational areas including human resources, infrastructure and facility management, compliance, and the operations of the WorkOne Career Center(s) across the region.

The Director of Operations will guide the daily operations of the WorkOne Career Center and will supervise a team of staff to ensure organizational alignment and excellence. This role is central to maintaining a high-performing workforce system and fostering collaboration across regional partners to meet the evolving needs of job seekers and employers. The Director of Operations will report to the President & CEO.

Key Responsibilities

WorkOne Career Center Operations:

- Ensure the WorkOne Career Centers deliver high-quality services aligned with SIW's local workforce and Strategic plans.
- Provide leadership and operational management to support Career Center managers and staff, fostering a culture of continuous improvement and delivering customer centric services.
- Collaborate with internal teams and external stakeholders to align WIOA career and business services.
- Ensure compliance with WIOA Title I regulations and other federal/state requirements.
- Implement and enforce policies, standards, and security measures across departments.

Human Resources

- Lead HR strategy and execution, including talent acquisition, onboarding, performance management, and succession planning, ensuring alignment with organizational goals.
- Develop and implement competitive and cost-effective compensation and benefits plans.
- Oversee employee training, leadership development, and retention initiatives.
- Provide guidance on disciplinary actions and terminations in accordance with policy.
- Conduct performance evaluations and support staff development.

Equal Opportunity Officer Responsibilities

- Serve as SIW/Region 10's Equal Employment Opportunity Officer.
- Ensure compliance with federal and state EO regulations, including ADA.
- Handle complaints and oversee grievance procedures.
- Promote inclusive practices and conduct site surveys for accessibility compliance.

Facilities Management / Infrastructure

- Oversee infrastructure and facility operations to ensure safe, functional, and cost-effective environment.
- Manage vendor relationships and contracts related to facilities and maintenance.
- Ensure facilities support effective service delivery across all SIW locations.
- Coordinate IT needs and day-to-day technology management for the organization.
- Manage the development, production, and distribution of outreach materials, including digital and print content, to support organizational visibility and engagement.

Accounts Receivable / Payable

- Oversee accounts receivable and payable processes, including invoice reconciliation and aging reports.
- Ensure timely payments to vendors and collection of outstanding receivables.
- Monitor financial transactions and reporting to support organizational budgeting and planning.

Required competencies

- Excellent verbal and written communication skills, with the ability to convey complex information clearly and professionally.
- Strong leadership and management skills, with a proven ability to motivate and guide diverse teams.
- In-depth knowledge of operational principles, workforce development systems, and industry best practices.
- Proficiency in interpreting and applying federal, state, and local laws, regulations, and policies—including the Workforce Innovation and Opportunity Act (WIOA), OMB Circulars, and other applicable compliance frameworks.
- Exceptional organizational skills and keen attention to detail.
- Strong analytical and problem-solving abilities, with a strategic mindset.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and related business software.
- Ability to manage multiple priorities and projects simultaneously in a fast-paced environment.
- Self-motivated, dependable, and able to work independently with minimal supervision.
- Demonstrated ability to maintain confidentiality and exercise sound judgment.
- Comfortable representing the organization in public settings, meetings, and community events.

Education and Experience

 Bachelor's degree from an accredited college/university; relevant professional experience may be considered in lieu of formal education.

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 20 pounds at times.

COMPETITIVE BENEFITS Package

- 60-75k annual salary (commensurate with education/experience)
- 100% company paid health, long term disability and life insurance (1st of month)
- 401K retirement program with match
- Dental and Vision benefits
- Paid Time Off (accrual basis)
- Paid holidays

Please send resume to Tony Waterson, at Tony@soinworks.com