



Job Description

Job Title: Senior Director-Workforce Operations

JTC: AQD

Salary Range: E05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for leading the operations of an organization, ensuring business goals are achieved by applying business strategies and developing organizational objectives.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must be able to provide leadership, oversight and accountability for the operational effectiveness and efficiency of an organization to achieve its mission and goals. Understands and keeps abreast of applicable laws, regulations and government requirements and their impact on the business ensuring compliance through effective procedures, policies and practices.

Ability to manage complex projects; plan and evaluate processes or programs; examine and re-engineer operations; formulate policy, develop and implement new strategies and procedures. Ability to provide strategic direction by identifying actions necessary to achieve task(s) completion and obtain results meeting timelines, quotas, budget, performance goals, etc. Able to collaborate with leadership and/or stakeholders regarding ways to improve the functionality of the organization in the best interest of the district.

Must have strong leadership and interpersonal skills and the ability to work effectively with diverse cultures and populations. Able to manage internal and external relationships in ways that promote the best interest of all stakeholders. Ability to sustain and improve the work environment in the face of change and environmental challenges. Understands and effectively manages group dynamics and ambiguity; maintains confidentiality; acts ethically and with integrity.

Ability to seek ways to proactively improve organizational processes and outcomes by being objective, fairly evaluating different components and aspects of a situation; maintaining a balance between the goals of the organization and those of the district. Recommends policy/procedural changes to support business needs.

Ability to manage and impart information to a diverse district-wide community working cross-functionally with other constituents to implement operational strategies and document new processes to improve the customer experience.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree plus three (3) to five (5) years of experience in related field. Official transcripts are required. Must have valid driver's license. ****Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the operational leadership, identification, development, implementation, evaluation, alignment and deployment of initiatives designed to increase the effectiveness of workforce engagement and development across the city, county and metropolitan region. Responsible for financial and staff management, and programmatic operations of workforce-development initiatives aligned with the mission, vision and values of DCCCD.

Responsible for the development of strategic and business plans as appropriate and management of committees, team, and staff to execute strategies. Routinely conduct request for quotation (RFQ) and request for proposal (RFP) processes to purchase services related to workforce plans, including consultancy contracts and cloud-based resources related to workforce development initiatives.

Serve as liaison between BJP IT and the facilities staff at DSC to ensure priorities are aligned and goals are met. Create, maintain and strengthen relationships with federal, state and local partners within the DCCCD community network to expand opportunities for workforce programs that meet the needs of local employees. Foster an inclusive workplace that values diversity.

Oversee business operations at the incubation center at BJP, to meet the needs of stakeholders, using committee structure for collaborative decision-making, goal-setting and operations management. Work with BJP stakeholders to resolve issues related to physical space, facility usage, security, and custodial services. Connect resources and information across divisions within the Workforce & Economic Development department to improve efficiency, eliminate redundancies, improve systems and address gaps.

Routinely identify and evaluate and propose new initiatives, make recommendations on feasibility, pilot selected initiative and evaluate and improve methodologies. Provide presentation and represent the DCCCD at local, regional and national meetings, conferences and colloquia as needed.

Supervise approximately two (2) full time employees and managed allotted budget.

Performs other duties as assigned.



The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.