

STRATEGIC OPERATIONS MANAGER

W.E. UPJOHN INSTITUTE FOR EMPLOYMENT RESEARCH

CENTER FOR WORKFORCE INOVATION AND SOLUTIONS

MICHIGAN WORKS! SOUTHWEST

Position Summary

Michigan Works! Southwest, a division of the Upjohn Institute's Center for Workforce Innovation and Solutions, is seeking an experienced Strategic Operations Manager to provide leadership to Michigan Works! Southwest operations. Michigan Works! Southwest provides services throughout its' four-county service area, Kalamazoo, Calhoun, Branch and St. Joseph. The Strategic Operations Manager serves as the main point of contact, providing technical support to service providers, and is responsible for ongoing evaluation and continuous improvement of service delivery systems. The Strategic Operations Manager ensures service providers meet defined service delivery and customer service requirements. Supervises the Business Services Team, promoting services to employers, assisting employers in meeting their hiring needs. Responsible for oversight of direct delivery services. Supervises operations staff ensuring each program/project meets defined goals and performance measures while also supporting continuous improvement efforts. Develops and maintains ongoing collaborative relationships and linkages with community partners.

Position Requirements

A Bachelor's degree is required in the areas of public administration, management, social work, human services, human resource development, community planning or related field. Three years of related progressive professional experience required. Five or more years of professional experience is also accepted in lieu of a degree. Strong computer skills required, including competency with Microsoft Office, web-based applications, and other databased programs. Knowledge of non-profit organizations, government agencies and state/federal funding procedures is preferred. Must have demonstrated leadership experience. Excellent communications skills and strong knowledge of workforce programs preferred.

About the Center for Workforce Innovation and Solutions

The Center for Workforce Innovation and Solutions, a division of the Upjohn Institute, is committed to pioneering best practices in workforce development through program development, operation and evaluation, striving to ensure successful outcomes for job seekers, employers, and communities.

Michigan Works! Southwest, within the Center for Workforce Innovation and Solutions, strives to build connections between job seekers looking to grow their careers and employers seeking quality candidates with the necessary job skills. Michigan Works! Southwest stays abreast of employment trends and maintains critical relationships with community partners to ensure connections are made between employers, educators, trainers, and employees.

Michigan Works! Southwest serves Branch, Calhoun, Kalamazoo and St. Joseph counties in southwest Michigan, and has a deep understanding of existing and growing industries, training and education opportunities, and the current status of the local workforce, resulting in maximum impact in the communities served.

All applicants and participants of the Michigan Works! Southwest Workforce Development Programs will be provided equal opportunity to participate in and benefit from all programs, activities, and services without regard to race, color, religion, national origin, age, sex, height, weight, marital status, disability, arrest record, or political affiliation or belief, or citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or other non-merit factors.

About the W.E. Upjohn Institute for Employment Research

Since 1932, the Upjohn Institute has functioned as one of the world's leading independent, non-partisan, and non-profit labor economics research organizations, seeking to research the causes and effects of unemployment and to devise ways and means of alleviating hardships caused by unemployment. The Institute also houses the administrative arm of the local workforce development programs.

The Upjohn Institute is an Equal Opportunity Employer and as such, is committed to affirmative action steps to help achieve a goal of equality in the treatment of employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, age height, weight, national origin, veteran or disability status in hiring, promotion training and development, compensation, transfer, termination, disciplinary action, and all other personnel actions and Institute related functions and activities.

This position offers a starting salary of \$75,000 - \$85,000 based on experience, and generous benefit package.

Application Instructions

Submit resume and letter of interest including salary requirements to hr@upjohn.org.