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| **Job Description** |
| **Job Title:** | Business Operations Manager | **Location:**  | Post Falls |
| **Department:**  | Workforce Training Center | **Reports To:**  | Executive Director of Workforce Training and Economic Development |
| **Division:**  | Instruction | **Pay Grade:** | P06 |
| **FLSA Status:**  | Exempt |  |  |

**SUMMARY**

This position is responsible for the coordination and supervision of the operational functions of the Workforce Training Center (WFTC). This position’s primary responsibility is ensuring organizational effectiveness by developing and implementing strategic plans to increase efficiency and success related to the day-to-day business operations of the WFTC. This position provides leadership to the operations team and serves as a central point of contact for internal and external constituencies in the resolution of a variety of day-to-day matters.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Responsible for supervision of the day to day general business operational functions of the Workforce Training Center, including customer service, registrations, course delivery logistics, data and reports, accounting, procurement, software management, and related facility needs.
* Reviews, analyzes and reports on sales activities, revenue and expenses, operational practices, and forecast data to determine progress toward stated goals and objectives.
* Utilizes financial statements and data to improve efficiency and recommend effective strategies for the financial well-being of the division such as volume forecasts, staff capacity plans, and workflow strategies.
* Conducts studies of work problems, procedures, and processes to ensure a high level of operational effectiveness.
* Participates in the annual budget creation for the division, providing valuable data and financial forecasts.
* Develops and manages the Operations department budget.
* Investigates root causes and works with cross-functional areas to provide analysis and recommendations for business operations improvement.
* Manages operations staff, assigns work, establishes work schedules, communicates job expectations, develops goals and objectives, coaches, manages performance, conducts appraisals, and enforces policies and procedures.
* Ensures continued professional growth of operations staff to develop comprehensive skillsets to cover and support all required operational service components.
* Formulates and implements WFTC operational guidelines and procedures to maximize output in support of goals.
* Monitor and manage WFTC adherence to applicable rules, regulations and procedures.
* Participates in strategic planning for WFTC and the development of short and long-term goals and objectives for operations and annual budgets.
* Supports the Executive Director in aligning the division’s human resource objectives and operational policies. Acts as a liaison between the human resources department and program managers to assist in the recruitment and hiring of staff and instructors for all programs; under the supervision of the director and in accordance with division needs and objectives.
* Oversees the accounting and bookkeeping activities of the WFTC. Ensures that records are properly maintained for all financial transactions, and aligned with college policies and procedures.
* Manages workflow of open enrollment course delivery and coordinates critical projects and grants within the division.
* Collaborates with the Marketing and Communications Coordinator, providing critical input to the promotion of courses and events, including catalog production, marketing materials, social media and web presence.
* Acts as liaison between other college divisions, the public and key stakeholders. Serves on advisory and or community boards and committees as assigned. Maintains effective communication with all units of the college and the public.
* Manages and resolve matters pertaining to the Workforce Training Center building and grounds.
* Manage the division’s enrollment and financial data. Produces timely and accurate data and reports in compliance with institutional, state, and federal guidelines and audits.
* Maintains oversight of various technology and software tools utilized by the WFTC including but not limited to Lumens administration.
* Leads the coordination and planning of events, including staffing.
* Available to work a flexible schedule including occasional evenings and weekends as needed for special events.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.

# Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Bachelor's degree and a minimum of five years related experience, including supervisor experience, or equivalent combination of education and experience is required. Additional experience and/or certification in higher education, operations management, or human resources is preferred.

# Knowledge, Skills and Abilities

* Demonstrated leadership ability.
* Demonstrated knowledge of organizational effectiveness and operations management implementing best practices.
* Demonstrated knowledge of financial and accounting principles and practices.
* Demonstrated experience managing people, processes and systems.
* Demonstrated knowledge of human resources principles, practices and employment law.
* Demonstrated project & program management skills.
* Demonstrated collaborative work style and commitment to get the job done.
* Well-developed creative and analytical thinking skills.
* Demonstrated commitment to high professional ethical standards in a diverse workplace.
* Well-organized and detail oriented with the ability to multitask in a fast paced, diverse, community environment.
* Excellent verbal, written and interpersonal communication skills.
* Experience with database or learning management systems.
* Proficient skills using Microsoft Office applications, including Excel, Word, PowerPoint and Publisher.

# Physical Demands & Work Environment

The physical demands & work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 10 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer.

August 2024