



Chief Operating Officer

CareerSource Capital Region seeks a Chief Operating Officer (COO) to lead organizational operations and oversee the performance and effectiveness of contracted services and related operational systems.

GENERAL DESCRIPTION

The COO is a senior executive role responsible for operational leadership, aligning services, systems, and contractor performance with operational goals, Board direction, and the strategic priorities established by the Chief Executive Officer (CEO).

This position provides executive oversight of the organization's contracted service delivery system, including workforce services, one-stop operator functions, information technology, facilities, and other operational vendors, to ensure services are delivered effectively, efficiently, and in compliance with applicable laws, regulations, contracts, and performance requirements.

The COO exercises oversight primarily through contract management, performance monitoring, systems improvement, and cross-functional coordination rather than direct supervision.

The position ensures the organization maintains effective operational controls, administrative systems, reporting structures, and infrastructure necessary to support quality service delivery, regulatory compliance, accountability, and continuous improvement across programs and locations.

Working in close partnership with the CEO and executive leadership team, the COO translates strategic priorities into operational execution and helps ensure alignment among service delivery, contractor performance, organizational systems, and regional workforce needs.

DUTIES AND RESPONSIBILITIES

Strategic Leadership and Organizational Alignment

- Leads the development and execution of short- and long-range operational strategies and plans that support organizational goals, performance expectations, and sustainable growth.
- Serves as a key member of the senior leadership team in setting organizational priorities, evaluating operational effectiveness, and aligning implementation with Board direction and CEO expectations.
- Collaborates with senior leadership to strengthen operational systems, policies, procedures, and processes that improve efficiency, accountability, and organizational performance.
- Builds and sustains strategic partnerships with local governments, employers, educational institutions, community organizations, and other stakeholders to advance regional workforce priorities.

Operational Leadership and Program Performance

- Provides executive oversight of contracted workforce service delivery, including the workforce services provider responsible for program implementation and career center operations.
- Oversees the one-stop operator function to ensure effective coordination among required partners, implementation of memoranda of understanding and infrastructure funding agreements, and compliance with Workforce Innovation and Opportunity Act (WIOA) requirements.
- Oversees the procurement, negotiation, and management of leases and facility agreements for career centers and administrative offices to support cost-effective, compliant, and operationally sound facilities.
- Monitors performance across contracted service providers and implements corrective action or operational improvements as needed to support achievement of required outcomes and service standards.
- Establishes and maintains operational structures, reporting mechanisms, and performance management processes that promote accountability, consistency, and continuous improvement.
- Promotes high-quality service delivery across programs and locations through oversight of contractor performance, operational practices, and organizational standards.



Compliance, Contracts, and Administrative Oversight

- Leads or supports procurement activities for operational services and vendors, including development of solicitations, evaluation processes, contract negotiations, renewals, and performance oversight in accordance with applicable laws, policies, and regulations.
 - Provides executive oversight of operational contracts, including workforce services, one-stop operator, information technology, facilities, and other vendor agreements.
 - Ensures contractor and vendor compliance with applicable federal, state, and local requirements, contract terms, reporting obligations, and performance standards.
 - Monitors contract performance and enforces deliverables, accountability measures, corrective actions, and continuous improvement as needed.
 - Oversees operational risk management functions, including organizational insurance coverage, to support compliance, contractual obligations, and organizational protection.
 - Serves as liaison with federal and state agencies for compliance and performance requirements.
 - Works collaboratively with finance, human resources, legal, and compliance functions to support coordinated operational oversight and administrative accountability.
- ***Leadership and Organizational Systems***
- Provides leadership, direction, and accountability for assigned operational functions, management staff, and contracted service areas.
 - Identifies and implements improvements to operational infrastructure, administrative systems, facilities, technology, and vendor-supported services to enhance efficiency, cost effectiveness, and organizational performance.
 - Develops and strengthens organizational systems, workflows, and internal processes that support consistent operations, informed decision-making, and effective service delivery.
 - Supports internal communication and organizational alignment to ensure operational priorities, expectations, and implementation efforts are clearly understood across functions.

Other Responsibilities

- Oversees the performance and effectiveness of the organization's information technology contractor, including system functionality, data reporting, cybersecurity coordination, and accountability for technology asset management.
- Supports emergency preparedness planning and continuity of operations to help ensure critical services and business functions continue during disruptions.
- Provides reports, analysis, and recommendations to the CEO related to operations, contractor performance, infrastructure, and organizational effectiveness.
- Oversees and improves customer communication systems and other core operational support functions to strengthen service delivery, coordination, and business continuity.
- Ensures career center and administrative facilities support safe, accessible, compliant, and operationally effective service environments.
- Represents the organization as needed in meetings, partnerships, and stakeholder engagements related to operations and service delivery.
- Performs other duties as assigned.

QUALIFICATIONS

Bachelor's degree in business administration, public administration, or related field required; master's degree preferred. At least 10 years of progressively responsible leadership experience in a workforce development-related field is required. Relevant professional experience may be substituted for the required education on a year-for-year basis.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of workforce development programs, service delivery systems, and partner coordination models, including experience with one or more core workforce programs such as WIOA, Wagner-Peyser, RESEA, SNAP E&T, TANF, or related programs.
- Knowledge of applicable federal, state, and local laws, regulations, policies, and compliance requirements affecting workforce programs, contracted services, and public-sector operations.
- Knowledge of organizational operations, contract management, performance oversight, and administrative systems that support effective service delivery and accountability.
- Ability to lead complex operational functions, manage competing priorities, and drive results in a multi-program, multi-stakeholder environment.
- Ability to develop, implement, and improve operational strategies, systems, and processes aligned with organizational goals and performance expectations.
- Ability to analyze operational, programmatic, and performance information and make sound decisions, recommendations, and corrective actions.
- Ability to establish and maintain effective working relationships with elected officials, Board members, contractors, partner agencies, staff, and community stakeholders.
- Strong communication skills, including the ability to prepare and present clear, effective reports, recommendations, and operational information orally and in writing.
- Ability to exercise sound judgment, discretion, and professionalism in high-level decision-making, problem-solving, and stakeholder interactions.
- Working knowledge of information technology, facilities, communication systems, and other operational infrastructure that support service delivery and business continuity.
- Ability to support and promote accountability, continuous improvement, and cross-functional coordination across operational areas and contracted services.
- Ability to travel locally and, on occasion, overnight as required; valid driver's license and acceptable driving record required.

STARTING SALARY RANGE: \$95,000 – \$105,000 per year

FRINGE BENEFITS

- Health
- Dental
- Vision
- Disability
- Life
- Accident
- 401(k)
- Paid Time Off

TO APPLY

Email your cover letter and resume to HR@careersourcecapitalregion.com.

Check us out on Instagram, Facebook, and LinkedIn.

Learn more at www.careersourcecapitalregion.com.