

Shared Services Director

The Shared Services Director executes the strategy and ongoing management of essential shared support services to include marketing, technology, office services, accounting, human resources, and special events. The Director also leads process improvement and project management systems for cross functional efficiencies. In addition, this leadership role collaborates with the President, Partnerships Director, and Director of Program Operations to ensure the services are aligned and executed in priority needs for the JP operations functions.

Process Improvement

- Provide leadership in building and improving cross functional processes within the organization in coordination with the Director of Partnerships and the Director of Program Operations.
- Complete the project planning and execution of identified process improvement projects in coordination with other Directors as content experts and technology as execution resource.
- Provide analysis and communication of process improvements for the organization to improve efficiencies, success measurements and cross functional communication.

Team Leadership

- Responsible for direct leadership of Technology Leader and Office Services Manager.
- Serve as a member of JP leadership team to execute organization strategy.
- Serve as team leader of Shared Services to maintain constant review and updating of needed process improvements of Shared Services functions.
- Continue education of leadership knowledge to assist in the growth of the organization.

Contract Services Management

- Manage ongoing contracts with external service providers for accounting, human resources and special events services.
- Provide recommendations to leadership team for new or updated services or outsourced providers.
- Manage the budget and execution of deliverables and timelines of services from external vendors.
- Coordinate outsourced Human Resources services and manage HR communications such as open enrollment.

Marketing

- Lead execution of JP internal marketing strategy to include print materials, social media, website development and management.
- Provide marketing support for JP special events Lifeworks events and philanthropy events.
- Provide marketing support to Lifeworks Community Relationship/Recruitment Leader to enhance recruitment efforts through various sources including emails and social media.
- Manage any relationships with marketing outsourced providers.
- Continue education in new marketing skills and strategies to support ability to enhance services to the JP team.

Qualifications:

- Strong interest in preparing people in under-resourced communities in life and work skills utilizing Biblical principles that help them with essential skills training, connections to resources and access to better job opportunities.
- Strong leadership and collaboration skills with team members and other leaders.
- Strong abilities in initiating, building, and maintaining partnerships with internal and external partners.
- Prefer Bachelor's degree in human resources, social work, psychology ,business or a related field.
- Strong verbal and written communications with exceptional attention to detail.
- Creative problem-solver with strong attention to detail and follow-through.
- Exceptional follow-up, call return etiquette, email responsiveness, and social media awareness.
- Must be available for weekend and evening Community partner events, recruitment events and Lifework class events. This time will be flex time within that week.

Benefits:

- Medical, Dental and Vision Insurance
- Life and Short/Long Term Disability Insurance
- Nine Paid Holidays
- 401K with Matching Program
- Paid Time Off: 20 Days PTO/Calendar Year

- Flex Time for Salaried Positions
- Employee Assistance Program and Employee Discount Program
- Professional Development Opportunities

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