



Director of Operations and Strategy

About PWW

Pennsylvania Women Work (PWW) is a statewide 501(c)3 nonprofit workforce development organization headquartered in Pittsburgh, PA. Pennsylvania Women Work is dedicated to transforming the lives of Pennsylvanians through empowerment, employment and economic independence. Whether it's a single mom struggling to provide for her family; a woman re-entering the workforce after 20 years; an immigrant adjusting to a new life; or someone faced with a challenging career transition, PA Women Work empowers job seekers with job search and interview skills, opportunities to build their confidence, and help setting and achieving both professional and personal goals. PA Women Work helps individuals find lasting employment that pays a family-sustaining wage through unique and life-changing programs.

Position Summary

As PA Women Work continues to grow, we are expanding our leadership team and seeking a dynamic and experienced Director of Operations and Strategy to focus on developing organizational strategy, optimizing operational efficiency, and securing funding to support program growth. This senior leadership role will oversee new strategic initiatives, operational processes, partnerships, financial oversight, compliance, strategic human resources, and organizational technology infrastructure to ensure the organization's continued success and impact.

Duties and Responsibilities

Strategic Planning & Growth:

- Lead the development and creation of new, long-term strategic efforts, aligning program development with organizational goals and workforce trends.
- Identify opportunities for new program innovation and expansion to better serve clients and achieve mission-driven outcomes.

Operational Efficiency and Grants Infrastructure:

- Develop and implement scalable operational processes that enhance staff productivity, improve workflow efficiency, and promote a culture of continuous improvement across the organization.
- Strengthen internal infrastructure—tools, systems, and data collection processes—needed to support the pursuit and management of larger federal grants, including Workforce Innovation and Opportunity Act (WIOA) funding.
- Collaborate with program and finance teams to ensure cross-functional alignment, compliance, and readiness for complex grant requirements.
- Provide strategic leadership in identifying, applying for, and managing large-scale federal, state, and foundation grants to advance organizational sustainability and impact.

Cross-Sector Partnerships:

- Establish and strengthen strategic partnerships with employers, training providers, government agencies, and community organizations to support the launch and implementation of new and innovative initiatives.
- Drive organizational growth by cultivating collaborative relationships that create program offerings and open new areas of impact.

Policy & Compliance:

- Stay informed on workforce development policies and ensure all programs align with relevant regulations and best practices.
- Develop internal policies to support compliance, risk management, and organizational effectiveness.

Collaboration with Program Implementation Team:

- Work closely with the Director of Programs to ensure a seamless transition from strategic development to program execution.
- Support data collection and evaluation efforts to measure program outcomes and impact.

Human Resources & Talent Management:

- Oversee HR functions, including recruitment, onboarding, performance management, and professional development policies and procedures.
- Lead the organization's strategic initiative to establish equitable salary banding across roles and conduct regular reviews of the organization's benefits structure to ensure competitiveness and alignment with staff needs.

- Foster an inclusive, supportive workplace culture that aligns with PA Women Work's mission and values.

Technology & Systems Oversight:

- Lead technology strategy to improve operational efficiency, program delivery, and data management.
- Ensure the effective use of digital tools and platforms to support internal operations and program implementation.

**Other duties, responsibilities or projects may be assigned*

Competencies and Qualifications:

- Bachelor's degree in a relevant field; Master's degree preferred (or equivalent experience)
- Minimum of 10 years of experience in workforce development, nonprofit management, or a related field.
- Demonstrated leadership skills with a track record of creating successful, dynamic programs and initiatives.
- Experience with creating and managing programs funded by the federal and state governments.
- Strong understanding of federal and state grant proposals, including programmatic and compliance requirements.
- Experience applying theory of change and other logic model frameworks to design and evaluate programs.
- Experience with tools and methodologies for strategic planning, outcomes measurement, and program development.
- Demonstrated success in launching or scaling new initiatives or programs in a mission-driven environment.
- Innovative and forward-thinking mindset with the ability to identify emerging opportunities, pilot creative solutions, and drive change across teams and systems.
- Experience and broad exposure to fiscal management.
- Demonstrated ability to build and foster successful relationships and work collaboratively with diverse stakeholders.
- Excellent communication and interpersonal skills.
- Strong organizational skills and attention to detail, inquisitive, thorough, with the ability to manage multiple priorities effectively.

- Technology savvy with the ability to use and learn new software, including Google Suite, Word, Excel, PPT, database programs and other cloud-based applications.

Compensation & Benefits: \$75,000+, Full-time, salary, exempt, health insurance (including vision and dental), and 403(b) account. Work/life balance with generous paid time off and paid holiday schedule. Hybrid work arrangement, offering both in-office and work-from-home flexibility to accommodate diverse needs and promote a healthy work and life.

To apply, please send resume and cover letter to jobs@pawomenwork.org. Applications without a cover letter will not be considered.

Pennsylvania Women Work, an EEO employer, values a diverse, respectful, collaborative, and passion- driven work environment. PA Women Work seeks to recruit candidates for employment who represent our diverse community in race, gender, religion, sexual orientation, and ability. We are dedicated to uplifting diverse opinions and backgrounds in order to grow and evolve as a welcoming workplace for all. We believe that combining these values with hard work, high-quality standards, and mission-driven leadership will help us achieve economic self-sufficiency, workplace equality, and a voice in policy for those we serve.