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Job Title: Chief Operations Officer
Job Type: Regular, Full-Time
Salary: \$150,000 - \$165,000
Reports to: Chief Executive Officer

Date: 2/23/2026
FLSA Status: Exempt
Salary Group: B-31
WIT JPID: 16983945

To learn more, go to www.wfscapitalarea.com/joinourteam. Apply online at www.workintexas.com (Job posting: 16983945), then email your résumé & cover letter to HR@wfscapitalarea.com.

ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

Performs advanced (senior-level) managerial work providing direction and guidance in strategic operations and planning. Work involves establishing strategic plans, goals and objectives; developing policies; reviewing guidelines, procedures, rules, and regulations; establishing priorities, standards, and measurement tools for determining progress in meeting goals; coordinating and evaluating system-wide program activities; and reviewing and approving budgets. Plans, assigns, and supervises the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Reports to the Chief Executive Officer.

EXAMPLES OF WORK PERFORMED

(This list should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related duties other than included in this job description.)

- Directs program and business service departments and activities.
- Coordinates and collaborates with fiscal and IT teams to ensure that operational activities align with the organization's financial goals, resources, and compliance requirements.
- Helps to ensure system alignment within organization and with contractors.
- Challenges direct reports and contractors to be accountable, innovative, and responsive to employer and customer needs.
- Develops and implements techniques for evaluating program activities.
- Develops and establishes goals and objectives consistent with the agency's strategic plan.
- Establishes and maintains collaborative and productive relationships with contractors, workforce partners, funders (including potential funders), community organizations, training providers, and others that facilitate and support the work of the agency.
- Develops, reviews, and approves budgets.

- Identifies the need to revise program area(s).
- Researches best practices in the workforce development field and stays current on the needs of customers.
- Provides direction, guidance, and assistance in business and program area(s).
- Represents the agency at business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.
- Reviews and approves management, productivity, and financial reports and studies.
- Reviews guidelines, procedures, rules, and regulations; and monitors compliance.
- Reviews results of special investigations, internal audits, research studies, forecasts, and modeling exercises to provide direction and guidance.
- Plans, develops, and approves schedules, priorities, and standards for achieving goals; and directs evaluation activities.
- Plans, develops, implements, coordinates, monitors, and evaluates policies and procedures.
- Plans, assigns, and supervises the work of others.
- Serves as the Chief Executive Officer's representative in her absence.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in the management and direction of one or more programs relevant to the assignment. Graduation from an accredited four-year college or university with major coursework in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another. A minimum of five (5) years management experience, including supervision.

Knowledge, Skills, and Abilities

- Knowledge of local, state, and federal laws and regulations relevant to program areas; and of the principles and practices of public administration and management.
- Skill in establishing plans and setting objectives and goals that support an overall business strategy.
- Ability to direct and organize program activities; to establish program goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to prepare reports; to communicate effectively; and to plan, assign, and supervise the work of others.
- Ability to select, develop, and motivate effective teams.

Registration, Certification, or Licensure

- Must possess a valid driver's license and have access to reliable transportation. Local, in-state and out-of-state travel required.
- Must be legally eligible for employment in the United States.
- May be subject to a background check (verification of education, employment, references and criminal background)

WORKFORCE SOLUTIONS CAPITAL AREA OFFERS A COMPREHENSIVE BENEFITS PACKAGE, INCLUDING:

- Medical, dental, and vision insurance.
- Paid life insurance (Employee/Spouse/Child), long term disability (LTD), and AD&D.
- Supplemental life insurance option (Employee/Spouse/Child).
- Medical and dependent care Flexible Spending Accounts (FSA).
- 401(k) Savings and Investment Plan with company 4% Safe Harbor Contribution.

- Flexible paid time off (accrued vacation and sick leave).
- Paid parental extended leave.
- Paid professional development budget.
- Paid Employee Assistance Program (EAP).