

## **Director of Mission Services**

*The mission of Goodwill is to create job opportunities for people with barriers to employment.*

Exempt: Full-Time \$48,000 – \$53,000 depending on experience; Reports to CEO

### **Summary:**

- Expand the mission service delivery within the TPALS (Training, Placement & Life Skills) and Document Destruction programs and services including customer service delivery, compliance monitoring, mission engagement, virtual and classroom community-based training and staff development.
- Responsible for the compliant, safe and cost-effective operations of both TPALS and Document Destruction
- Lead the agency in creating job opportunities for people with barriers to employment.

*This job description is intended to provide a high-level of general requirements for this position. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned as necessary to ensure proper operations.*

### **Essential Duties and Responsibilities:**

1. Ensure that Strategic Plan Strategies, Success Measures, Activities and Annual Targets are met within assigned areas of responsibility.
2. Oversee the development and management of TPALS and Document Destruction training and staff development programs.
3. Oversight and approval of Document Destruction sales and tactical plans to grow and increase business for the 60-county service area.
4. Network within the community to expand mission service opportunities and develop collaborative partnerships.
5. Provide and develop innovative, quality training to the community through the TPALS Program.
6. Direct certification efforts within assigned areas of responsibility.
7. Lead multiple, ongoing special projects.
8. Manage team member issues with support from Human Resources.
9. Be an active team-member of the leadership team, participate in professional development activities and committees as requested by the CEO. Model high level engagement, leadership, teamwork, work ethic and positivity. Enhance excellent customer service to both external and internal customers.
10. Facilitate the coordination and implementation of all documentation, measurements and internal audits to ensure compliance with all applicable regulatory and accrediting agencies.
11. Other duties as assigned by the CEO.

**Supervisory Responsibilities:** This position requires a minimum of three years of supervisory experience. The Director of Mission Services directly supervises the Document Destruction Business Development Specialist, Document Destruction Manager and two TPALS Managers. This position will require occasional travel to Amarillo.

**Qualifications:**

- Bachelor’s Degree or higher in a related field of study.
- Five years of experience in Management or other relevant experience.
- A minimum of one year in an upper-management position.
- Warehouse management or Human Resources experience is preferred
- Experience in directing and/or leading training and development related to individual career development.

**Other Skills and Abilities:** Knowledge and skill in operating standard office equipment (phone, copier, fax, etc.) and personal computer with Microsoft Office products.

- Must have valid driver’s license and be insurable under Agency insurance.
- Must be proficient in the job search, job advancement and retention best practices including resume and cover letter writing, computer-based training and soft skill development.

**Physical Requirements:**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. Specific vision abilities required by this job include close vision and the ability to adjust focus. This position is of light demand, occasionally exerting up to 25 pounds of force and/or frequently exerting a small amount of force to lift, carry, push, pull and move objects. Work involves walking or standing for periods of time.

**Work Environment:**

This position is subject to inside environmental conditions with protection from weather conditions but not necessarily from temperature changes. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*The requirements listed above are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Goodwill Industries of Northwest Texas provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*