



**PROGRAM DIRECTOR**  
**Full-Time Exempt • Location: Beacon Hill, Seattle**  
**Equal Opportunity Employer**

Seattle Jobs Initiative (SJI) is a non-profit organization that creates opportunities for people to support themselves and their families through living wage careers. All of our work is designed to eliminate barriers to well-paid, long-term work. We creatively align support services – like housing, childcare, transportation and counseling – with job skills training and job placement assistance.

***As the Program Director, what will you do?***

Working under the Deputy Director of Operations, this position is responsible for supporting, ensuring and integrating seamless service delivery in partnership with external program leaders. Responsibilities include promoting and facilitating integration of service delivery throughout employment services systems, assisting with the development of local procedures in partnership with external organizations, evaluating program or service implementation and providing technical assistance to ensure compliance. This position assists in cultivating new community partners, measuring system performance, evaluating progress and providing technical assistance to improve the customer experience – including engagement of front-end staff, integration of services, yearly goal achievement and distribution and training on necessary policy information throughout the system. This position will supervise four (4) direct reports.

***What qualifications and experience will our Program Director bring to SJI?***

- **VALUES:** A commitment to fulfilling our mission and exhibiting a high level of professional behavior in all aspects of their work. This includes our expected staff values: **Excellent communication, professional and gracious behavior, collaboration, respect, and leadership behavior.**
- **EDUCATION:**
  - Bachelor's Degree and four years professional experience in planning and program management
  - Master's Degree in Business Administration, Education or a related field, preferred.
- **EXPERIENCE:**
  - Knowledge of the employment services systems required.
  - Demonstrated leadership and supervisory experience.
  - Experience with both public and nonprofit sectors preferred.
- **OTHER QUALIFICATIONS:**
  - Demonstrated knowledge and experience in the employment services systems.
  - Professional background in and extensive field experience in public service programs.
  - Demonstrated experience in project development and implementation strongly preferred.
  - Strong commitment to advancing race equity, diversity and inclusion.
  - Ability to establish relationships and coordinate partners to deliver effective services.
  - Ability to apply good judgment and discretion in a variety of situations.
  - Demonstrated skills working in a team environment, both as lead and team member.
  - Excellent customer service skills.
  - Demonstrated leadership and supervisory skills.
  - Ability to work with diverse groups of people and be able to coordinate both inside and outside the employment services system.
  - Experience working in a customer-oriented, complex system.
  - Strong organizational abilities.
  - Experience managing and facilitating continuous quality improvement processes.
  - Ability to work with minimal supervision, and exercise independent good judgment.
  - Ability to interpret and apply written rules, regulations and procedures.
  - Ability to communicate effectively, both verbally and in writing; skilled at active listening.
  - Demonstrates cultural humility.
  - Ability to work patiently and under pressure.
  - Advanced skills in the Microsoft Office suite
  - Reliable transportation and valid driver's license and proof of insurance required for local travel

**Salary/Benefits:** Competitive salary and benefits based on qualifications, company paid employee medical, dental, vision, short and long term disability, life insurance, health and dependent care flexible spending accounts, company partially subsidized parking and/or transit, PTO (Paid time off), personal holidays, and 401(k) with SJI match.

**TO APPLY:** Please e-mail your resume and cover letter to: [jobs@seattlejobsinit.com](mailto:jobs@seattlejobsinit.com)