



POSITION GUIDE

Position Title: Director of Operations

Code:

Department: Executive Directors Office

Group: Director

Reports to: Executive Director

Date: April 2026

PURPOSE OF POSITION:

The Director of Operations is a senior-level administrator responsible for the strategic leadership, coordination, and oversight of operational, fiscal, and human resource functions within the Intermediate Unit. This position ensures the effective delivery of services to member school districts, nonpublic schools, and external partners while maintaining full compliance with Pennsylvania Department of Education (PDE) requirements and all applicable laws.

The Director of Operations plays a critical role in aligning internal systems with the IU's mission to provide high-quality, cost-effective services and serves as a key leader in fostering strong external relationships and customer-focused service delivery.

ENTERPRISE LEADERSHIP:

Enterprise leaders see the issues, analyze them, and then act with the interests and perspectives of the total enterprise in mind. These leaders exhibit an enterprise mindset—the ability to balance the goals of the individual business unit or program with the broader interests of the enterprise. They avoid silo thinking or operating, have a comprehensive understanding of the organization, and consider how all its components contribute and operate together to achieve the mission and work towards vision by:

- Collaborating with the senior leaders of the organization in the enterprise-level business planning and strategic allocation of resources.
- Championing entrepreneurial endeavors and stewardship initiatives at the business unit and enterprise-level to ensure the financial stability and viability of the organization through engaged and proactive management and strategic, vision-focused leadership.
- Achieving SBU and enterprise-level Key Performance Indicators (KPI), targets, and goals through monitoring and responding with mid-course adjustments as needed.
- Modeling and building a healthy and engaging culture within the organization. At IU13, enterprise leaders grow a kind and accepting culture by embracing and fostering the Keys to Our Culture.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high-quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high-quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
- ***professional and courteous verbal and nonverbal communication***
- ***proactive problem solving***
- ***embody and promote the Keys to our Culture***

1. Leads the organization's human capital strategy, including recruitment, hiring, onboarding, and retention efforts to support IU programs and services, ensuring alignment with workforce needs

This is not a complete itemization of all facets of this position.

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and strategic priorities.

2. Leverages data to monitor, assess, and continuously improve all HR systems, ensuring comprehensive process documentation and cross-functional training to prevent breakdowns, reduce inaccuracies, and eliminate single points of failure.
3. Provides leadership in labor relations and labor management, including contract interpretation, grievance resolution, and support for collective bargaining processes.
4. Designs and maintains compensation systems for employees employed outside of a collective bargaining agreement to ensure competitive salaries responsive to economic and marketplace conditions.
5. Shapes organization culture by providing innovative benefits that support the health and well-being of employees, including the onsite wellness centers, direct provider services, employee assistance programs, and teleworking.
6. Ensures compliance with all staff-related regulatory requirements, including employment laws, policies, certification, staff clearances, mandated reporting/training, and Pennsylvania Information Management System (PIMS) reporting.
7. Maintains and ensures accuracy of job descriptions, organizational structure, and workforce planning to support programmatic and operational effectiveness.
8. Directs performance management systems, including employee evaluations, teacher tenure processes, and compliance with educator effectiveness requirements.
9. Oversees workers' compensation and unemployment compensation programs, including claims management and risk mitigation.
10. Conducts or oversees internal investigations related to personnel matters, ensuring adherence to legal standards, confidentiality, and organizational policies.
11. Administers employee attendance and leave management programs, ensuring compliance with ADA, FMLA, and applicable policies.
12. Provides executive oversight of enterprise systems, including ERP platforms, ensuring accurate data management, reporting, and integration across IU programs and services.
13. Directs fiscal services, including accounts payable, accounts receivable, payroll, benefits administration, and tuition reimbursement, ensuring fiscal integrity and regulatory compliance.
14. Oversees contract development, administration, and compliance for IU programs and services, ensuring alignment with legal requirements and service agreements with districts and external partners.
15. Leads collaborative purchasing initiatives and procurement processes to maximize cost efficiency and value for member districts and participating entities.
16. Collaborates with IU leadership and program administrators to ensure operational systems effectively support service delivery to school districts, nonpublic schools, and external stakeholders.
17. Develops and maintains strong external customer relationships by ensuring responsive service, clear communication, and continuous improvement of operational processes that support IU programs and partnerships.
18. Adheres to the established work schedule through regular and consistent attendance.
19. Proactively works as a team member to solve/assist with problems, issues and opportunities.

This is not a complete itemization of all facets of this position.

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20. Performs other duties as assigned.

21. Follows all federal, state and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

MARGINAL FUNCTIONS:

Marginal functions will vary with the specific assignment and depend on the particular position function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education Required: Master's Degree in Business Administration, Public Administration, Human Resources, Education, or related field required.

Experience Required:

- Minimum of 7 years (10+ years preferred) of leadership experience in operations, human resources, or public education administration; experience within an Intermediate Unit or multi-district environment preferred.
- Demonstrated knowledge of Pennsylvania public education systems, including PDE reporting, PIMS, and regulatory compliance.
- Experience managing ERP systems, financial operations, and HRIS platforms.
- Proven expertise in labor relations, compliance, and organizational leadership.

Core Competencies:

- Strategic leadership within a service-oriented educational environment
- Strong understanding of IU structure and multi-district service delivery
- Regulatory compliance and risk management
- Financial and operational excellence
- Enterprise systems thinking and continuous organizational improvement
- Customer service orientation and external partnership development
- Effective communication and stakeholder engagement

SUPERVISION OF PERSONNEL:

Direct Supervision of assigned staff, including, but not limited to, Program Directors, HR Solutions Manager, HR Project Coordinators, and Administrative Assistant. Responsible for indirect oversight of all staff assigned to the Human Resources Department.

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 70%
Walk/stand: 30%
Driving to other locations: as needed for position

Lifting: Up to 20 lbs.

Vision: Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, evaluate, organize, and problem solve

This is not a complete itemization of all facets of this position.

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Environment: Normal office, offsite locations, and classroom environment; requirement to attend evening job related activities whenever necessary.

I have reviewed the essential functions; knowledge and skill requirements; and physical/mental/environmental demands of this position. By my signature I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodations.

Print Name

Signature

Date