

Job Opportunity – Director of Business Services

Posting Date:	March 27, 2026	Application Deadline:	Friday, April 10, 2026 @ 3:30 p.m. <i>(open until filled)</i>
Position:	<i>Director of Business Services</i>	Department:	Administration
Grade:	7		
Wages:	\$74,800.00 – \$118,000.00annual		
Status:	EXEMPT (At Will)	Job Duties and Responsibilities	<i>See Job description Equal Opportunity Employer</i>

Job Summary: As a member of the senior management team, the Director of Business Services is responsible to oversee the day-to-day operations of all Business Services operations for PSW. The Director of Business Services will oversee and supervise the activities of the employees, hire, train, evaluate employees and ensure the Business Services departments are on track to meet financial goals. The Director of Business Services will also develop and implement budgets, prepare reports for senior management, and ensure the departments comply with company policies. The Director works on the development of new programs, products and procuring work services to provide meaningful paid activities for the individuals. Maintains a balance between the types of work and vocational activities that will enhance the supported employment programs at PSW – coordinate all contracts with the necessary departments. Obtain contracts from public and private industries, with an emphasis on integration, that are appropriate and beneficial for the overall purposes of PSW.

Reports to: Executive Director

Education Required: Bachelor's degree in business administration from an accredited national or regional agency, college or university. Equivalent combination of education and relevant experience may be considered

Experience Required:

Minimum four (4) years of experience in business management and supervisory experience. Retail experience preferred. (see job description)

Special Skills & Knowledge:

- Leadership & Communication – demonstrates sound judgment, initiative, organizational ability, and effective skills in directing the work of others.
- Driving Requirements – Must be 21 years of age and possess a valid Class “C” driver’s license and maintain DMV record acceptable to PSW insurance requirements. Personal vehicle usage requires current vehicle insurance in compliance with California law.
- Background Clearance - Must successfully pass fingerprint/live scan/background clearance for the Department of Social Services (DSS).

Public may apply in person M-F (8-12pm & 1-3:30 pm) or send resume to careers@pswcares.org

Send completed/signed internal applications with any/all related documentation to the HR department. If required documentation is not attached, applicant will not be considered for the position.

For further information, please contact: (559) 784-1399 Olivia “Bo” – ext. 1007, Cheryl – ext. 1015



Job Title: Director of Business Services

Position Status: Full-time

FSLA Classification: Exempt

Salary Grade, Salary Range: (7), \$74,800.00 – \$118,000.00 annually

Reports to: Executive Director

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Job Duties:

Contracts & Propose Management:

- Secure contracts from public and private industries/organizations.
- Prepare proposals and assign awarded contracts to the appropriate departments.

Program Oversight:

- Review all production department work orders prior to assignment to designated Business Services, Employment Services or Managers/Supervisors.
- Schedule and coordinate workflow to ensure timely and efficient operations.

Sales, Service & Customer Relations:

- Oversee sales, efficient service delivery, and customer relations for all business-related projects.
- Maintain strong public relations with community professionals.
- Listen to and resolve customer complaints in a professional and timely manner.

Regulatory Compliance:

- Comply with all city, county, state, and federal regulations.
- Review and update organizational policies and procedures annually or as needed.
- Stay current with CARF standards and assist with CARF surveys as required.

Employee and Program Support:

- Advise and support employees, individuals served, and general laborers in both paid and non-

paid activities.

- Process and review employee evaluations that are completed at 90-days of employment and annually thereafter.
- Coordinate with the Program Supervisors/Managers on evaluations, disciplinary actions, and documentation involving rehabilitation matters.
- Demonstrate strong organizational skills, sound judgment, and initiative.

Cross-Department Collaboration:

- Work closely with Program Supervisor III, Retail Manager, Recycling Manager, Copy Center Manager, Employment Training Specialists, and Job Developers on issues affecting retail and business services operations.
- Support problem-solving efforts, process improvements, and operational consistency across all service areas.
- Facilitate communication between departments to ensure alignment of goals, policies, and service standards.
- Attend and coordinate meetings as required.

Financial Oversight:

- Monitor assigned program revenue and expense reports and take appropriate action to maintain budgets.
- Oversee the collection of aging accounts.

Facilities & Equipment Management:

- Direct the maintenance of all Business Services equipment and buildings.

Program Development:

- Develop and implement new programs for both paid and non-paid work activities.

General Responsibilities:

- Maintain accurate, timely, and complete internal and external records.
- Perform all other duties as assigned.

Interpersonal Skills & Relationship Management:

- Builds and maintains positive, professional relationships with staff, individuals, and external partners.
- Demonstrates strong communication skills, both verbal and written, to ensure clarity and understanding.
- Actively listens and responds with empathy, professionalism, and respect.
- Navigates difficult conversations with tact, discretion, and emotional intelligence.
- Foster a collaborative team environment that promotes trust, inclusion, and mutual respect.
- Maintain confidentiality and exercises sound judgment in sensitive situations.
- Builds partnerships with stakeholders to support organizational goals and service delivery.
- Promotes a culture of accountability, professionalism, and respectful interactions.

Employment Requirements:

- Eligible to work in the USA for employers with acceptable documentation that establishes both identity and employment authorization.

- Pass pre-employment drug /alcohol screen, physical, T.B. test and live scan background screen.
- Provide valid California driver's license, DMV record acceptable to PSW insurance and be minimum 21 years of age, if required to drive PSW vehicle or personal vehicle for company business. Must maintain vehicle insurance per California law.
- Individually lift 50 pounds from floor level to waist height, observing appropriate safety practices when lifting, stooping or bending and in the performance of all other job functions.
- Work cooperatively with co-workers, individuals served, agencies and customers. Respect rights, including the right to privacy, dignity, and confidentiality.
- Demonstrate sound judgment, initiative and punctuality in the performance of all job duties. Be at work when scheduled, unless excused.
- Communicate clearly and concisely, in English, both verbally and in written form.

Required Experience:

- Minimum four (4) years of experience in business management and supervisory experience. Retail experience preferred.
- Strong technical knowledge in the use of computers and standard Microsoft Office Business software and Case Magic software.
- Familiar with budget process – start to finish.
- Ability to analyze and prepare reports as needed.
- Working knowledge of bidding procedures and production principles.
- Ability to understand, interpret, and relate to other complex standards and regulations regarding contract procurement.
- Demonstrated ability to lead teams, supervise staff, and deliver effective hands-on training.
- Qualified Applicator Certificate.
- Excellent verbal and written communication skills with attention to detail and documentation.
- ACRE Training.

Preferred Experience:

- Experience in nonprofit environment.
- Familiarity with timekeeping software.
- Ability to create and manage digital forms and interactive documents.
- Knowledge of warehouse or inventory operations.

Required Education:

- High School or GED diploma and Bachelor's degree in business administration, from an accredited national or regional agency, college or university.
- Equivalent combination of education and relevant experience may be considered.

At-Will Employment Statement:

Employment with PSW is "at-will." This means that either the employee or the company may terminate the employment

relationship at any time, with or without cause or notice, subject to applicable law. Nothing in this job description or any company policy shall be construed to alter the at-will nature of the employment unless explicitly stated in a written agreement signed by both the employee and an authorized company representative.

Duties Test: *(To ensure this position is classified as exempt, the following criteria must be met):*

- **Exempt Status:** An exempt employee is not entitled to overtime under FLSA rules. This position performs Administrative duties: Performs office work related to management policies.

•**Hourly Wage:** The Director of Operations must be paid a fixed salary. Salary does not fluctuate based on hours worked. Must earn at least 2 times California minimum wage.

AN EQUAL OPPORTUNITY EMPLOYER – PSW's policy is to fill every position without regard to considerations made unlawful by federal, state, or local laws, such as race, color, religion, religious dress/grooming practices, creed, gender identity or expression, marital status, age, national origin/citizenship, ancestry, genetic information, pregnancy, disability, sex, sexual orientation, medical condition, reproductive health decision making, veteran status or any other characteristic made unlawful by federal, state, or local laws. PSW selects employees on the basis of ability, experience, training, and character.