

Program Operations Coordinator

Workforce Development Board of South Central Wisconsin (WDBSCW) | Madison, WI | Full-time, Monday–Friday

Help Our Programs Deliver Real Results

WDBSCW is a nonprofit that supports workers and businesses across South Central Wisconsin. We help individuals earn degrees and certifications, plan careers, and connect with the right employers, and we help businesses find training and skilled talent.

We're looking for a highly organized, detail-oriented Program Operations Coordinator to help keep our workforce programs accurate, compliant, and effective. You'll work across multiple programs. Most of your time will go to data, quality assurance, and planning, with regular contact with partners, staff, and program participants. If you like digging into data, improving processes, and making sure good work shows up in the numbers, this role is for you.

What You'll Do

Data and Quality Assurance

- Track performance metrics and outcomes across multiple workforce programs, comparing results against program goals and KPIs
- Prepare regular reports, dashboards, and data visualizations for leadership
- Conduct quality assurance reviews of participant records and files, and support corrective action follow-up
- Ensure programs meet federal and state grant and reporting requirements
- Maintain data systems and make sure information is secure, accurate, and timely
- Serve as a point of contact for auditors and monitors

Planning and Process Improvement

- Evaluate program effectiveness and recommend improvements
- Ensure policies, procedures, and processes are carried out efficiently and in line with work plans
- Develop clear guidance and train staff and contractors on data entry, documentation, and program requirements

Partner and Participant Support

- Coordinate with community partners, service providers, and employers to support program delivery
- Assist with participant outreach, orientation, and enrollment as needed
- Support outreach and engagement strategies to expand community access

Qualifications

- Experience in data analysis, quality assurance, program monitoring, program coordination, workforce development, or a related field
- Proficiency in Microsoft Office, Google Suite, and experience with databases or data tracking tools
- Strong organizational, documentation, and project management skills, with close attention to detail
- Ability to manage multiple priorities, problem-solve, and work independently and as part of a team
- Excellent written and verbal communication and relationship-building skills
- Knowledge of workforce development systems and performance reporting preferred
- Valid driver's license and reliable transportation for regional travel

Pay and Benefits

- \$46,000–\$48,000 per year | 40 hours/week, Monday–Friday
- Health and Dental insurance (95% employer-paid)
- Life and AD&D insurance; employer-paid
- 401(k) with 6% employer contribution plus an additional 4% match
- Supportive team culture and professional growth opportunities

Location: Madison office, with travel within our 6-county region

To Apply: Send your résumé and cover letter to careers@wdbscw.org. Learn more at www.wdbscw.org/careers.

WDBSCW is an equal opportunity employer.