

# BUSINESS ENTERPRISE PROGRAM OPERATIONS MANAGER

- 522583
- PHOENIX
- REMOTE OPTIONS
- DEPT OF ECONOMIC SECURITY
- Full-time

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## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona.*

*DES works with families, community organizations, advocates and state and federal partners to realize our collective vision: A thriving Arizona.*

*DES serves more than 3 million Arizonans. Our Mission is to strengthen individuals, families, and communities for a better quality of life.*

## BUSINESS ENTERPRISE PROGRAM OPERATIONS MANAGER

### Job Location:

Division of Employment and Rehabilitation Services (DERS)  
Rehabilitation Services Administration (RSA)  
3425 E. Van Buren St., Phoenix, AZ 85008  
[www.azdes.gov](http://www.azdes.gov)

### Posting Details:

Salary: \$53,129.64 - \$61,5941.00 annually

Grade: 21

Closing Date: Open until sufficient resumes are received

### Job Summary:

Would you like to be part of an amazing team that makes Arizona stronger by helping Arizonans reach their full potential through temporary assistance for those in need, and care for the vulnerable? The Arizona Department of Economic Security (DES) is looking for individuals that are committed to service, community, and teamwork. To learn more about DES, please visit [des.az.gov](https://des.az.gov); or click on the link [here](#) to view 'Our DES' video.

The Department of Economic Security, Division of Employment and Rehabilitation Services (DERS) strengthens Arizona communities by bridging and minimizing gaps to employment and independence.

We are seeking an experienced and highly motivated individual to join our team as a Business Enterprise Program Operations Manager with the Rehabilitation Services Administration (RSA). This position is responsible for providing supervision of the Business Enterprise Program (BEP) consultant staff and facilitating development and growth of the program through improvement of profitability of existing facilities, establishment and growth of new facilities, development of BEP staff, and assisting the blind vendors in successful operation of their businesses.

This position may offer the ability to work remotely, within Arizona, based upon the department's business needs and continual meeting of expected performance measures.

The State of Arizona strives for a work culture that affords employees flexibility, autonomy, and trust. Across our many agencies, boards, commissions, many State employees participate in the State's Remote Work Program and are able to work remotely in their homes, in offices, and in

hoteling spaces. All work, including remote work, should be performed within Arizona, unless an exception is properly authorized in advance.

#### Job Duties:

Essential Duties and Responsibilities include but are not limited to:

- Train, supervise, and evaluate staff.
- Direct operations staff in assignments in site surveys, initial points of contact, and business development. In-state travel is required.
- Act as a consultant for a limited number of facility locations; coordinate and monitor consultant activities, recap agency activity for RSA-15 report, and report to the Program Manager on regular basis.
- Approve the design and plan for new facilities, facility changes, scopes of work, and prepare budget for new facilities. Work with the DES Procurement Team to develop and implement contracts and all accompanying requirements.
- Work closely with the DES Procurement Team in collaborating and negotiating with vendors, service personnel, grantor's, Sub-contractors, new business opportunities. Attend seminars, product/trade shows; attend various agency meetings and presentations.
- Conduct regularly scheduled facility visitations on locations with consultant staff and on own.
- Coordinate and facilitate monthly meetings with operators; facilitate and plan semi-annual all operator meetings. Conduct and facilitate operations staff meetings on a bimonthly basis, contribute to and coordinate monthly BEP staff meetings.
- Monitor program systems and operations, monitor and evaluate staff, and assume Program Manager Responsibilities in their absence.

#### Knowledge, Skills & Abilities (KSAs):

- Knowledge of federal and state laws and regulations governing the appropriate service program; departmental policies
- Knowledge of current food service and vending service best practices
- Knowledge of the Randolph-Sheppard Act, ARS 23-504, BEP policy, Vocational Rehabilitation (VR) policy, State and County health department rules and procedures, state procurement codes, budget processes
- Knowledge of the Americans with Disabilities Act (ADA) and working with people who are blind
- Knowledge of intergovernmental processes
- Knowledge of best practices/services for individuals who are blind and visually impaired
- Skilled in verbal and written communication Skills in time management
- Skills in people management computer and technology skills
- Skilled in evaluation and analysis of situations
- Ability to work with customers, vendors, other government agencies
- Ability to lead others
- Ability to operate computer and use of MS Office suite

#### Selective Preference(s):

The ideal candidate for this position will have:

- Experience with multi-unit supervision; ability to type +35 wpm
- Basic knowledge in use of Microsoft and Apple OS programs and devices
- Experience in LIBERA CMS
- Experience working with individuals who are Blind/Visually Impaired
- Serve Safe Certification as a Food Service Manager

#### Pre-Employment Requirements:

- Successfully pass background and reference checks; employment is contingent upon completion of the above-mentioned process and the agency's ability to reasonably accommodate any restrictions.
- All newly hired State employees are subject to and must successfully complete the Electronic Employment Eligibility Verification Program (E-Verify).
- This position will require a current, valid Arizona Driver's License. This position requires driving or the use of a vehicle as an essential function of the job to conduct State business; therefore, the following requirements apply: [Driver's License Requirements](#)

#### Benefits:

The Arizona Department of Economic Security offers a comprehensive benefits package to include:

- Affordable medical, dental, life, and short-term disability insurance plans
- Participation in the Arizona State Retirement System (ASRS) and long-term disability plans
- 10 paid holidays per year
- Vacation time accrued at 4.00 hours bi-weekly for the first 3 years
- Paid Parental Leave-Up to 12 weeks per year paid leave for newborn or newly-placed foster/adopted child (pilot program)
- Sick time accrued at 3.70 hours bi-weekly
- Deferred compensation plan
- Wellness plans
- Tuition Reimbursement
- Stipend Opportunities
- Infant at Work Program
- Rideshare and Public Transit Subsidy

- Career Advancement & Employee Development Opportunities
- Flexible schedules to create a work/life balance

By providing the option of a full-time or part-time remote work schedule, employees enjoy improved work/life balance, report higher job satisfaction, and are more productive. Remote work is a management option and not an employee entitlement or right. An agency may terminate a remote work agreement at its discretion.

Learn more about the Paid Parental Leave pilot program [here](#). For a complete list of benefits provided by The State of Arizona, please visit our [benefits page](#)

#### Retirement:

State employees are required to participate in the Arizona State Retirement System (ASRS), the State sponsored retirement contribution plan and the Long-Term Disability (LTD) program after a 27-week waiting period. The ASRS defined benefit plan provides for life-long income upon retirement. You will also have the option to participate in a voluntary deferred compensation program to take advantage of tax-deferred retirement investments.

On, or shortly after, your first day of work you will be provided with additional information about the available insurance plans, enrollment instructions, submission deadlines and effective dates.

#### Contact Us:

For questions about this career opportunity, please contact HR Analyst Brian Hemminger at (480) 202-3850 or email [Brianhemminger@azdes.gov](mailto:Brianhemminger@azdes.gov).

The State of Arizona is an Equal Opportunity/Reasonable Accommodation Employer. Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting (480) 202-3850 or emailing [Brianhemminger@azdes.gov](mailto:Brianhemminger@azdes.gov). Requests should be made as early as possible to allow time to arrange the accommodation