



**Disability
Rights**
WISCONSIN

Position Announcement

Director of Operations

Position Information

Full Time Equivalent: 1 FTE (40 Hours per week)

Reports to: Executive Director

Rate: \$115,000 to 125,000 per year

Location: This is a **Milwaukee-based** office position. Hybrid work is available. *Applicant must be a Wisconsin resident.*

Job Hours: The majority of hours should be completed during core office hours, weekdays from 8 a.m. to 5 p.m. Some evening and weekend hours may be required.

How to Apply

Application Instructions: Submit resume detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

For priority consideration, apply online at our Careers page:

www.disabilityrightswi.org/careers

Application Deadline: *Preferred consideration will be given to applicants who apply by March 2.* Position will remain open until filled.

- 1-800-928-877 Toll Free | 1-833-635-1968 Fax
- info@drwi.org
- disabilityrightswi.org

Serving the state of Wisconsin with offices in Madison and Milwaukee

Note: You can request alternate formats of this position announcement. You may submit your application materials in alternate formats if needed. Please contact hr@drwi.org for alternate formats.

About Disability Rights Wisconsin

Disability Rights Wisconsin is Wisconsin's Protection and Advocacy system. The agency is charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use individual casework and systems advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work. In turn we treat our employees well, offering a supportive environment, talented colleagues, excellent benefits, and generous leave.

Disability Rights Wisconsin arose out of a disability civil rights movement demanding that the abuse of people with disabilities end and that people with disabilities be included in life, school, workplaces, and communities. Our core values include: Diversity, Dignity, Independence, Accessibility, Inclusion, Human Rights, and Liberation.

Our programs include:

- Protection & Advocacy for people with disabilities (addressing abuse/neglect, discrimination, access to services, education rights, institutional monitoring, and systemic reform).
- Disability Benefits Specialist (helping people access Social Security, Medicaid, Medicare, and private insurance).
- Family Care & IRIS Ombudsman (supporting people to remain in community-based settings).

- Victim Advocacy (advocacy and representation for crime victims with disabilities).

About This Position

The Director of Operations is a key member of the leadership team and oversees the organization's internal operations. This position supervises the Human Resources, Information Technology (IT), and Administrative Support teams, as well as oversees the Milwaukee office, to ensure efficient, compliant, and mission-aligned support services. The Director of Operations provides high-level oversight and ensures that administrative systems effectively support the organization's legal and advocacy goals.

Key Responsibilities

1. Operational Oversight: 25%

- Supervise, guide, and support the HR staff, IT Manager, and Administrative Support staff.
- Ensure coordination across administrative departments and alignment with organizational goals.
- Identify and implement process improvements across internal operations.
- Oversee DRW's physical office spaces and serve as primary liaison with landlords and vendors.

2. Human Resources: 10%

- Oversee HR operations and ensure consistent application of personnel policies and procedures.

- Partner with HR staff to build a workplace culture that fosters belonging and inclusion.
- Actively participate in staff attraction and retention initiatives.

3. Information Technology: 10%

- Supervise IT staff and oversee IT vendors or independent contractors to ensure secure, functional, and efficient systems for remote and office-based employees.
- Guide technology planning and investment aligned with the organization's strategic direction.

4. Administration: 15%

- Oversee day-to-day administrative functions across multiple offices and remote environments.
- Ensure consistent office operations, supplies, document management, and internal communications infrastructure.

5. Leadership and Collaboration: 15%

- Serve as a member of the leadership team and contribute to organizational strategy.
- Provide on-site leadership at the Milwaukee office.
- Represent operations priorities in agency-wide planning and decision-making.
- Act as a liaison to Board committees, as needed.

6. Supervision and Mentorship: 20%

- Directly supervise individuals who oversee the day-to-day operations of their respective teams.
- Promote a supportive, collaborative, and accountable work environment for staff.

- Conduct regular performance evaluations of supervisees and oversee performance management across staff. Work with staff to ensure proper supervision, including addressing performance issues and training needs. Ensure all staff receive appropriate, ongoing training to enhance their skills and effectiveness.
- Coordinate internal and external training opportunities to promote professional growth for attorneys and advocates.
- Foster a culture of continuous improvement and knowledge sharing.

7. General: 5%

- Adhere to all DRW policies and procedures, including but not limited to work hours, timesheets, file maintenance, confidentiality, and security.
- Participate in DRW activities such as all-staff meetings and committees.
- May be other related duties as assigned.

Qualifications

Minimum Qualifications:

- Bachelor's degree in nonprofit management, business, public administration, or related field, or equivalent experience.
- Minimum 5–7 years of experience in nonprofit operations, including supervisory experience.
- Strong knowledge of nonprofit IT, HR compliance, and administrative systems.
- Demonstrated leadership and team-building skills.
- Excellent organizational, problem-solving, and interpersonal skills.
- Commitment to equity, inclusion, and the mission of providing legal services to underserved communities.

Preferred Qualifications:

- Ability to write and/or speak Spanish, Hmong, or ASL, as well as English is desired.
- Demonstrated skill to establish internal and external credibility.
- Ability to maintain organization wide perspective while developing initiatives.
- Adaptive capacity to evolve with the organization.

Work Environment and Physical Demands

- Ability to remain stationary, often standing or sitting, for long periods.
- Ability to traverse, bend, and reach to access files and operate office equipment.
- Perform repetitive motions that may include wrists, hands, or fingers.
- Occasionally lift or move objects up to 20 pounds.
- Some independent travel is required between the offices.

Benefits

Disability Rights Wisconsin places an unparalleled value on the well-being of our staff. The following benefits are offered for permanent employees who work 20 or more hours per week:

- Generous employer contribution for individual and family health insurance plus a Health Reimbursement Account for uncovered health care costs.
- Employer-provided Short-Term and Long-Term Disability Insurance
- 401(k) Retirement Plan with Employer Contribution

- Flex Spending Account
- Access to affordable, quality:
 - Dental, Vision Coverage
 - Additional Life Insurance for employee and spouse and children
 - Critical Illness Insurance
 - Identity Theft
 - Pet Insurance

- **Public Student Loan Forgiveness:**

Employment at our organization may qualify you for federal student loan forgiveness programs. We do not directly pay for – nor forgive – federal student loans. However, our status as a not-for-profit organization under Section 501 (c) (3), makes us an eligible employer. There may be other determining factors for one to qualify.

For more information, read the Federal Student Aid’s Public Service Loan Forgiveness (PSLF) page:

studentaid.gov/manage-loans/forgiveness-cancellation/public-service

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Leave time for:
 - Medical and Caretaking
 - Vacation
 - Personal
- Bereavement Leave

Additional benefits include the Employee Assistance Program (EAP), Commuter Choice, and Sabbatical Leave.

Equal Employment Opportunity Act (EEO) and Affirmative Action (AA)

We are an equal-opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status following Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act (ADA) and the Uniformed Services Employment and Reemployment Rights Act (USERRA). Our organization is committed to building a culturally diverse and inclusive environment.

Date of Job Description: February 2026