



W S I P C

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www.wsipc.org

Associate Director of Customer Solutions

Number of Positions Needed: 1

WSIPC – Reference # 20260601

Resume review will begin on the week of June 22

Hiring Salary Range \$151,948 – 158,087

The salary is dependent on experience and qualification

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a team – We care about the growth and development of our people and the Cooperative.

We pursue excellence – We are continuously learning, and striving to improve our skills, services and culture.

We are passionate and creative – We are inspired by our Cooperative members to innovate and develop solutions that best fit their needs.

We are accountable and supportive – We take responsibility for our decisions and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We have serious fun – We take the time to enjoy ourselves, because hard work and innovation are fueled by a good work-life balance and a lot of personality.

We serve our community and we *are* our community – We are part of the community we serve and we are invested in its success.

About the Position

The Associate Director of Customer Solutions provides operational leadership for the three WSIPC Customer Solutions product line teams that fall within the Product Support & Services department. This role will help ensure responsive, consistent, and high-quality services across support, training, educational resources, and client support operations.

This position reports directly to the Chief Experience Officer (CXO) and works closely with the Associate Director of Reporting Services to align service delivery with customer needs, organizational priorities, and long-term operational goals. This Associate Director helps guide how work is prioritized, delivered, and improved over time, while building strong partnerships across teams, customers, and vendor relationships.

Familiarity with K–12 student and business operations is preferred, but success in this role depends most on strong operational leadership, sound judgment, cross-functional coordination, and a commitment to continuous improvement and customer experience.

Key Responsibilities

- Oversee key Customer Solutions functions and core processes, including product support, training and educational resources, client support operations, and shared compliance-related work.
- Translate priorities into practical operational plans, service approaches, and improvement efforts.
- Support workload balancing, risk awareness, and resource coordination across Customer Solutions initiatives and ongoing operations.



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- Own Customer Solutions key strategic Core Processes, including Product Support, Training & Educational Resources, and Client Support Operations
- Build and maintain strong working relationships across internal teams, customers, and vendor partners to support service quality and alignment.
- Represent Customer Solutions in cross-functional planning, external partnerships, customer-facing settings, and other organizational forums.
- Serves as primary point of contact for key external and internal relationships, including Skyward Product Line Management and UX Coordination.
- Provide leadership for effectiveness, collaboration, and service consistency across the product line teams.
- Participate as a member of Statewide Leadership Team, contributing to broader department and organizational planning.
- Facilitate continuous improvement, remove operational barriers, and support team effectiveness, and culture.

Ideal Candidate Qualifications

- Strong leadership and team coordination skills across multiple functional areas.
- Experience leading leaders, including coaching and developing managers.
- Ability to build alignment and accountability across multiple layers of leadership.
- Exceptional communication skills with the ability to translate strategic direction into operational execution.
- Experience leading customer support operations or service delivery teams.
- Demonstrated ability to manage competing priorities and balance workload across teams.
- Strong problem-solving and decision-making skills in complex environments.
- Ability to build relationships across technical teams, leadership, and external partners.
- Demonstrated passion for service through a strong commitment to customer-focused delivery and continuous improvement.
- Superb interpersonal skills, including diplomacy, encouragement, persuasion, and conflict resolution.
- College diploma or university degree in an appropriate discipline and/or equivalent work experience.
- Ability to travel in or out-of-state; some overnight travel required.

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to thirteen holidays, medical, dental, vision, paid vacation ranging from 12-22 days per year and up to 8 hours of paid sick leave per month. We are part of DRS for a pension program. We have a hybrid work model; some travel will be required for this job. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by submitting your resume to employment@wsipc.org

WSIPC is an EOE.

Must reside in the State of Washington.