Director of Talent Ladder

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Type: Full-Time
Application Due: 01/11/2026
Category: Economic and Business Development; +2

Job Title: Director of Talent Ladder

Reporting Relationship: VP of Enterprises & Partnerships

Unit: National & Global

Department: Enterprises & Partnerships

Campus Location: Indianapolis Ed Center North, Marion, IN

Summary of Position: The Director of Talent Ladder will lead IWU's workforce and B2B-focused credentialing enterprise, driving strategic growth through innovative product development, sales execution, and partnership cultivation. This role combines strategic oversight with hands-on leadership to deliver contextualized, skill-based training programs that serve both individual learners and corporate clients.

The Director will oversee dual revenue streams: individual training programs aligned with state and federal workforce funding (including Indiana's Next Level Jobs and federal workforce Pell frameworks), and customized B2B training solutions that deliver measurable

ROI for business partners. Working closely with the Customer and Partner Success Manager and Director of Resource Development, this position will leverage our new AI-driven LMS to create agile, personalized training solutions that meet market demands while achieving strong enrollment, completion rates, and job placement outcomes. The role requires a strategic leader who can balance academic excellence with business agility to position Talent Ladder as the premier workforce and employee development partner.

Duties and Responsibilities

- Product Strategy and Development
  - Develop and execute comprehensive product roadmap for Talent Ladder's certificate and training offerings
  - Drive product mix optimization to maximize market relevance and revenue potential
  - Collaborate with instructional design teams to create contextualized, skills-based programs
  - Ensure alignment with state and federal workforce funding requirements (Next Level Jobs, Pell frameworks)
  - Lead market research and competitive analysis to identify emerging skill demands and training opportunities
  - Oversee implementation and optimization of AI-driven LMS for rapid, personalized content delivery
- Sales and Business Development
  - Drive B2B sales strategy and execution for customized corporate training solutions
  - Develop and maintain relationships with workforce development agencies and state/federal funding partners
  - Lead prospect identification, relationship building, and contract negotiation for enterprise clients
  - Create compelling value propositions that demonstrate ROI for business training investments
  - Collaborate with marketing teams to develop sales materials and lead generation strategies
  - Represent Talent Ladder at industry conferences, workforce development events, and business forums

- Partnership and Stakeholder Management
    - Build and maintain strategic partnerships with state workforce agencies, federal funding entities, and employer networks
    - Manage and grow relationships with Indiana's Next Level Jobs program and other state workforce initiatives
    - Manage and grow relationships with existing partners
    - Develop corporate partnerships that create sustainable training and placement pipelines
    - Coordinate with academic partners and industry associations to enhance program credibility
    - Engage with local economic development organizations and business chambers
- Operations and Performance Management
    - Monitor and optimize key performance metrics including enrollment, completion rates, and job placement outcomes
    - Oversee program delivery to ensure high-quality learner experiences and client satisfaction
    - Manage budget and financial performance to achieve revenue targets and operational efficiency
    - Lead continuous improvement initiatives based on learner feedback and market demands
    - Ensure compliance with accreditation standards and funding requirements
    - Coordinate with Customer and Partner Success Manager and Director of Resource Development on strategic initiatives
- Team Leadership and Strategic Collaboration
    - Collaborate with Customer and Partner Success Manager to optimize client experience and retention
    - Work with Director of Resource Development to align marketing and sales strategies
    - Partner with academic teams to map assessed learning opportunities and align offerings with strategic academic initiatives
    - Partner with DeVoe School of Business, Technology, and Leadership to pilot early degree ideas and align product development opportunities
    - Contribute to enterprise-wide strategic planning and goal achievement
    - Foster a culture of innovation, customer focus, and continuous improvement within the Talent Ladder team

Qualifications: According to Indiana Wesleyan University employment policy all employees must possess a strong Christian commitment and adhere to the standards outlined in the IWU Community Lifestyle Statement.

Education

- Bachelor's degree in business, education, workforce development, or related field required
- Master's degree preferred

Experience

A minimum of five to seven (5-7) years of progressive experience in workforce development, corporate training, business development, or educational program management, with demonstrated success in both B2B and B2C markets

Required Skills

- Workforce Development and Training Expertise
  - Deep understanding of workforce development landscape, including state and federal funding mechanisms
  - Experience with credentialing programs, certificate development, and skills-based training
  - Knowledge of federal workforce Pell frameworks and state workforce initiatives
  - Familiarity with learning management systems and educational technology platforms
  - Understanding of employer partnership development
- Business Development and Sales
  - Proven track record in B2B sales and business development within education or training sectors
  - Experience developing customized training solutions for corporate clients (preferred)
  - Ability to demonstrate ROI and measurable outcomes to business stakeholders
  - Strong proposal writing and contract negotiation skills
  - Experience with government contracting and compliance requirements (preferred)
- Strategic Leadership and Operations
  - Strategic thinking with ability to develop and execute comprehensive business plans
  - Experience managing P&L responsibility and achieving revenue targets
  - Strong project management and operational efficiency capabilities
  - Data-driven approach to performance measurement and continuous improvement
  - Experience leading cross-functional teams and collaborative initiatives

- Relationship Building and Communication
    - Exceptional relationship-building skills with diverse stakeholder groups
    - Strong presentation and public speaking abilities
    - Excellent written and verbal communication skills
    - Experience representing organizations at industry events and conferences
    - Ability to translate complex workforce development concepts for various audiences
- Technical and Innovation Competencies
    - Experience with educational technology and learning management systems
    - Understanding of AI-driven learning platforms and personalized training delivery
    - Familiarity with skills assessment and competency-based education models
    - Ability to adapt quickly to emerging technologies and training methodologies
- Mission Alignment
    - Strong commitment to the mission, vision, and values of Indiana Wesleyan University
    - Passion for workforce development and helping individuals achieve career advancement
    - Understanding of the intersection between academic excellence and industry needs
    - Values-driven approach to building partnerships and serving diverse learner populations
- Other Requirements
    - Willingness to travel as needed for business development and partnership activities (up to 30%)
    - Valid driver's license and reliable transportation
    - Ability to work flexible hours to accommodate client needs and industry events
    - Experience working in fast-paced, entrepreneurial environments

IWU Kingdom Diversity Statement

IWU, in covenant with God's reconciling work and in accordance with the Biblical principles of our historic Wesleyan tradition, commits to build a community that reflects Kingdom diversity. We will foster an intentional environment for living, teaching and learning, which exhibits honor, respect, and dignity. Acknowledging visible or invisible differences, our community authentically values each member's earthly and eternal worth. We refute ignorance and isolation and embrace deliberate and courageous engagement that exhibits Christ's commandment to love all humankind.

LIMITATIONS AND DISCLAIMER

As a religious educational institution operating under the auspices of The Wesleyan Church, Indiana Wesleyan University is permitted and reserves the right to prefer employees on the basis of religion (42 U.S.C., Sections 2000e-1 and 2000e-2).

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Indiana Wesleyan University is an Affirmative Action / Equal Opportunity Employer that does not discriminate on the basis of race, sex, color, national or ethnic origin, disability, age, veteran status, or any other status protected by law, in the administration of its educational policies, scholarship and loan programs, athletic and other administered programs, and all phases of employment, including hiring, promotion, demotion, treatment during employment, rates of pay or other compensation, and termination of employment. As an equal opportunity employer, Indiana Wesleyan University is committed to compliance with Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973 or other federal, state, or local laws or executive orders except as claimed in a filed religious exemption. Indiana Wesleyan University affirms its position as a Christian University of the liberal arts and asserts its rights to employ persons who subscribe to the intent, mission, and doctrinal position stated in the university catalog. The President, the Administrative Officers, and all persons who have hiring authority will maintain and implement personnel policies and practices to assure that affirmative action/equal opportunity is being actively implemented and that no employee or applicant for employment or promotion shall suffer any form of discrimination. Indiana Wesleyan University will take appropriate steps to provide reasonable accommodations upon request to qualified individuals with disabilities so long as doing so does not cause Indiana Wesleyan University an undue hardship.

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