



BOYS & GIRLS CLUB
OF THE TRI-COUNTY AREA

TITLE: Director of Operations

DEPARTMENT: Program/Administration

REPORTS TO: Chief Executive Officer

DIRECT REPORTS: Site Coordinators (3), Graduation Specialist, Workforce Development Coordinator, Child Care Director

COMP/BENEFITS: Salary Range: \$52,000 to \$63,000
Employer Paid Medical, Dental, Vision, STD, LTD, Life Ins.
HSA
7% Retirement Match
PTO: 3 Weeks, Holidays, Birthday Off

HOURS: Flexible daily schedule: requiring some nights and occasional weekends

LOCATION: Travels between sites – Berlin, Green Lake, Ripon

FLSA STATUS: Exempt Non-Exempt

PRIMARY FUNCTION:

Reporting to the CEO, the director of operations (DOO) is responsible for the organization's day-to-day operating activities. The DOO provides leadership in the delivery of the mission and the execution of the strategic plan. The DOO is charged with the planning and oversight of all Club site operations related, but not limited to: programs, safety, food service, child care, teen workforce development, community partnerships and staff. The DOO leads a large team of approximately 5-6 direct reports and 30-50 indirect reports at three different locations. The DOO also is responsible for regular interactions and updates with the Board of Directors on key initiatives.

KEY ROLES (Essential Job Responsibilities):

Leadership

1. Lead the development and implementation of organizational infrastructure, in relation to need and available resources, to facilitate achievement of operational goals.
2. Lead, inspire and develop team members.
3. Promote and contribute to a positive work culture and public trust.

Strategic Planning

4. Evaluate overall effectiveness based on participation and achievement of stated goals; recommend modifications to improve program performance, as appropriate.

Board Development

5. Support Board of Directors as needed/assigned.
6. Lead/ support safety, program and workforce development committees and ensure timely implementation of their priorities.

Resource Management

7. Coordinate site budgets with finance manager and CEO. Monitor and report variances in revenues and expenditures and recommend adjustments in staffing or programming accordingly.
8. Manage administrative and operational processes, monitor facilities, grounds, and equipment. Monitor the IT infrastructure needs of your staff and request changes as needed.
9. Manage performance of assigned staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
10. Lead all staff development and training activities.
11. Oversees the successful completion of grant deliverables related to the programmatic requirement.

Partnership Development

12. Develop & advance collaborative partnerships with other youth serving organizations, members, parents, families, and community organizations.

Marketing and Public Relations

13. Participate in activities to maintain positive public relations for Club programs, services and activities.

ADDITIONAL RESPONSIBILITIES:

1. May assist in the administration of restricted programs by overseeing program operations at each location; ensures the completion of required reports; and preparation of any required interagency reports.
2. May be responsible for managing human resources programs and systems including recruitment, employee relations, compensation and benefits, training, and professional development of your team.

RELATIONSHIPS:

Internal: Maintains close contact with assigned staff to provide technical assistance in matters of program operations and finance; interacts regularly with Chief Executive Officer and as assigned with the Board and its Committees.

External: Maintains contact with external community groups, schools, and others.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree from an accredited college or university required.
- A minimum of five years' work experience in non-profit agency operations management and supervision, with at least two years of site management experience; or any equivalent combination of education and experience.
- Familiarity with childcare licensing requirements preferred.
- Considerable knowledge of the mission, objectives, policies, programs and procedures of Boys & Girls Clubs; and of the principles and practices in operating successful high impact youth programs.
- Demonstrated ability to organize, direct and coordinate operations, develop programs, supervise personnel, and recruitment & retentions strategies.
- Excellent communication skills, both verbal and written.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.
- Clean driving record and ability to travel between sites and transport youth as needed.

PHYSICAL REQUIREMENTS:

- Must be able to think clearly and concisely.
- Ability to sit or stand for extended periods of time.
- Physical requirements include sight, hearing, sitting, standing, stooping, ability to go up and down stairs, running, strenuous sports related activities, and lifting a minimum of 50 pounds.
- High energy with a positive disposition that influences overall workplace culture.

WORK ENVIRONMENT:

- Must be able to function under fast paced and noisy conditions, at times.
- Positively contribute to an inclusive work environment.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Signed by: _____
Incumbent **Date**

Approved by: _____
Chief Executive Officer **Date**