



## POSITION DESCRIPTION

### Operations Manager

<b>POSITION REPORTS TO:</b>	President & Project Director
<b>POSITION DIRECTLY SUPERVISES:</b>	Support Personnel
<b>PURPOSE OF POSITION:</b>	The Operations Manager partners with the President and other executive team members to plan, direct, coordinate and oversee operations activities in the organization; ensuring development and implementation of efficient operations and cost-effective systems to meet the current and future needs of the company.
<b>OVER-TIME STATUS:</b>	<b>Exempt</b>

TO FULFILL THIS POSITION SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL FUNCTION SATISFACTORILY.

#### Essential Functions:

- Collaborates with executive leadership to develop and meet company goals while supplying expertise and guidance on operations and projects and systems.
- Manages grants, including implementation and reporting.
- Provides project management for workforce development and youth development contracts.
- Collaborates with other external partners to carry out the organization's goals and objectives.
- Manages internal and external stakeholder relationships.
- Recommends processes, technologies and systems to improve and streamline use of resources and materials to improve and increase revenues.
- Collaborates on implementation of new processes, technologies, and systems to improve and streamline organizational use of resources and materials.
- Supports the Executive Director with managing budgets and preparing financial reports for senior management.
- Assists in coordination of cross organizational teams to foster exchange of ideas and provide cross-team learning opportunities.
- Partners with Human Resources to recruit, interview and onboard new team members.
- Addresses day to day employee issues and/or concerns; and consults Human Resources Consultant for guidance on escalated issues.
- Assist in planning and organizing conferences and events.
- Plan and conduct, staff training and employee engagement activities.
- Collaborate closely with President and Clinical Director to ensure that all ideas, plans and strategies are properly aligned with the company's vision and goals.
- Motivate and inspire employees to perform at their best through positive reinforcement and incentives.
- Perform other related duties and projects as business needs require at the direction of management.

## **Operations Manager**

*(Continued)*

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job classification. Management reserves the right to add, subtract, or change the job functions.

**MINIMUM QUALIFICATIONS:** THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND ABILITY NECESSARY TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION.

### **Education and Experience:**

- Lived experience in organizations service population (foster care, incarceration, street gang culture) highly desired.
- Bachelor's degree in Business Administration, Logistics, or other industry-related field preferred.
- Minimum of 3 years of related experience in operations and/or management roles.
- Familiarity with mental health, community based projects and non-profit operations required.
- Experience in workforce development, youth development, non-profit organizations and a proficiency in CalJOBS highly preferred.

### **Competencies:**

- Possesses strong business acumen and leadership ability.
- Strong people management skills.
- Ability to provide strong professional guidance.
- Personal effectiveness/credibility.
- Ability to visualize and assess abstract ideas to develop and implement structured plans, and ability to define and lead teams to goal completion.
- Strong organizational skills.
- Multi-tasking ability.
- Strong collaboration and coalition building skills.
- Strong conflict resolution skills.
- Strong negotiation skills.
- Strong management/supervisory skills.
- Proficient with Microsoft Office Suite.

### **Communication Skills:**

- Proficient English verbal and written communication skills.
- Must have strong communication skills, both verbal and written, to assist wide-ranging collaborations.
- Ability to communicate clearly with consumers, collaborators, management, and team members.
- Ability to communicate effectively in culturally diverse environments.
- Possesses strong presentation and public speaking skills.

### **Knowledge, Skills, and Abilities:**

- Ability to work in a fast paced environment and under tight deadlines.
- Ability to make administrative/procedural decisions and judgments.
- Ability to clearly identify issues and formulate and convey solutions.
- Ability to prioritize and organize duties and responsibilities effectively.
- Ability to think creatively, critically and analyze data and write reports.
- Ability to be reliable, dependable, and adaptable.
- Strong leadership, teamwork, and interpersonal skills; with the ability to deal with both internal and external customers and vendors.
- Ability to determine acceptability of work based on assigned criteria.
- Demonstrated effective problem-solving abilities.

## **Operations Manager**

*(Continued)*

- Demonstrated effective time management skills with the ability to multitask effectively and see projects from inception to completion.

**PHYSICAL DEMANDS:** THE PHYSICAL DEMANDS LISTED BELOW ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION.

- Ability to maintain long periods of mental alertness and attention to detail while setting priorities, meeting critical deadlines, and following up on assignments.
- Ability to maneuver throughout Company facilities, including negotiate stairs in some locations.
- Ability to diagnose, analyze, and resolve issues in real-time.
- Ability to use standard office equipment such as computers, telephones, and copiers.
- Ability to work for periods of time at desk or workstation.
- Ability to interact with irate or upset employees, vendors and/or contractors.
- Ability to deliver quality results under high pressure deadlines in a fast-paced environment.

**COMPENSATION:**

FULL TIME EMPLOYMENT. SALARY COMMENSURATE WITH EXPERIENCE.