

# Robert Smith

## Associate Director Of Operations II

### PERSONAL STATEMENT

A uniquely qualified leader with over 25 years of nonprofit experience, including 10 years as Executive Director. Seeks a challenging opportunity to lead a quality Orange County-based nonprofit organization. Effective leadership and business skills to successfully operate a financially stable organization while energetically promoting the vision and mission.

### WORK EXPERIENCE

#### **Associate Director Of Operations II**

**ABC Corporation - August 2012 - January 2014**

##### *Responsibilities:*

- Provide hands-on leadership and direction for all aspects of the daily operations of IRAs and Day Habilitation/SEMP programs to ensure the residence runs efficiently, and with the interests of the consumers prioritized.
- Currently assisting individuals in our Community Connections program to obtain jobs in their community and receive appropriate training to be successful.
- Provide services to persons with developmental disabilities, and dually diagnosed individuals with mental health diagnosis from ages 3-93.
- Support Regional Directors with oversight of programs.
- Provide regular reports regarding operations in all departments.
- Assure adherence to all Policies, Procedures, and regulations.
- Act as a role model for all management and direct support staff by upholding agency values and commitments.

#### **Associate Director Of Operations**

**Delta Corporation - 2010 - 2012**

##### *Responsibilities:*

- Managed 8-15 communities apartment homes at one time spread over 4 states.
- Interviewed, hired, on-boarded and help train over 160 employees over 3 years with 37% moving into leadership roles within 6 months -Implemented.
- Assistant to Executive Director, Instructors, Speakers and Staff Served as official registrar during registration period Responded to class and.
- Planned, managed, and evaluated activities and projects related to the development and refinement of accreditation, certification, and survey methods.
- Participated in the assessment, training, mentoring, and evaluation of staff Managed daily operations related to division projects Assisted in the.
- Directed operations are responsible for claims processing, customer service, data entry and IT staff supporting various department reporting requirements.
- As part of the non-profit management team, providing direction and management to over 6,000 members throughout the Philippines,

© This [Free Resume Template](#) is the copyright of Qwikresume.com. [Usage Guidelines](#)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
[info@qwikresume.com](mailto:info@qwikresume.com)  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

SAP, Microsoft Office  
Specialist, Inventory  
Management,  
SharePoint.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

overseeing daily.

## Education

B.S. in Human Services - (Hudson Valley Community College - Troy, NY)