



## **JOB DESCRIPTION**

**Position:** Operations Manager

**Classification:** Non-Exempt

**Reports to:** Executive Director

### **POSITION SUMMARY**

The Operations Manager is responsible for supervision and management of staff, facilitating interdepartmental communication and allocating tasks and resources as needed to efficiently and effectively run program operations at the One Stop Center. Manages the maintenance of the buildings, grounds, equipment, and facilities adhering to pertinent regulations. Responsible for information technology, telecommunications, and security for all programs at the Center.

### **REQUIRED KNOWLEDGE AND SKILLS**

Directly related management expertise in fiscal services, administration, human resources, and support services gained through either 5 years of equivalent-level work experience with comparable institution or completion of college-level business management certification. Bachelor's degree preferred; Associates degree required.

- Work experience that can be demonstrated to be applicable to the duties listed on the job description required.
- Successful implementation of business management principles, organizational structure, workflow, and operating procedures.
- Demonstrated ability to adhere to budget, providing cost estimating, and implementing fiscal management principles and procedures.
- Strong interpersonal and communication skills and the ability to work professionally and effectively with a wide range of constituencies in a diverse community.
- Skilled in evaluating and revising operations and procedures in response to organizational change.
- Ability to communicate effectively orally and in writing with administration, staff, volunteers, clients, and external individuals and entities.
- Ability to maintain strict confidentiality.
- Strong knowledge of and experience with network planning and administration for all aspects of IT network infrastructure, including installations, maintenance,

- network equipment, servers, and software applications. Ability to bring in reliable, durable, and cost-effective solutions for all IT related needs.
- Demonstrated experience of facility management and maintenance.
  - Detailed knowledge of building & clinic regulations including OSHA and HIPAA.
  - Demonstrated knowledge of the principles and practices of human resources, personnel administration, including such functions as payroll processing, placement and training, and employee relations.

## **MAJOR AREAS OF RESPONSIBILITY**

- Manages day-to-day operations, including human resources, client and public relations, facilities, and support services including IT & Telecommunications.
- Deployment and supervision of federal, state and local programs and grants that meet and/or exceed funder and donor performance requirements. Monitor program performance and outcomes.
- Coordinates and develops grant reports for Executive Director. May participate in the preparation of contract and/or grant proposals and other reports provided by Turning Points to the public and/or funders.
- Establishes and maintains positive working relationships with community organizations. Represents the organization at various community and/or business meetings.
- Participates in the development and implementation of program policies and procedures to ensure efficient and safe operation of various agency programs.
- Provides advice and assistance to the Executive Director in the planning, implementation, and evaluation of modifications to existing operations, systems, and organizational procedures.
- Maintains compliance with and abreast of all local, state, and federal regulations as related to the organization's program operations, including OSHA and HIPAA.
- Leads monthly Turning Points meeting and weekly team meetings as needed.
- Responsible for all aspects and activities related to human resources and payroll processing.
- Oversees the supervision of personnel including work allocation, training, problem resolution, and all employee & client grievances. Evaluates performance and makes recommendations for personnel actions. Motivates employees to achieve peak productivity and performance.
- Manages the hiring process, including advertising open positions, reviewing resumes, coordinating and conducting interviews, conducting reference and background checks, drafting offer letters.
- Directs all information technology and network system deployment and maintenance including all IT infrastructure, telecommunications and security. Maintain and periodically review operational policies & procedures, guidelines and best practices, revising and updating as required.

- Works with Turning Points staff and volunteers to provide information, advice and recommendations to solve problems and address facility and safety related concerns.
- Manages all activities related to inventory control, including reports and annual physical inventory count.
- Determines if janitorial, maintenance and security services are adequate. Responsible for the monitoring of all building systems to assure systems are operating correctly and efficiently. Systems include: HVAC, Electrical, Fire & Security and Plumbing.
- Performs other duties as assigned.