



Job Title: Operations Director
Reports to: Executive Director

FLSA: Exempt

Job Summary: The Operations Director manages the nonprofit's operational functions, ensures the organization's resources are effectively utilized, and that day-to-day activities align with the nonprofit's overall strategy and mission. This includes overseeing the administration, program operations, logistics, and operational challenges. The Operations Director collaborates with other leaders in the organization to streamline processes and maximize efficiency while maintaining compliance with relevant regulations.

Qualifications:

- Education: Master's degree in business administration, non-profit management, or a related field preferred. *Exceptions to educational requirements must comply with organization licensure and service standard requirements.*
- Experience: 3+ years of experience in non-profit management, with at least 3 years of experience in operations management.
- Strong leadership and management skills, with a proven track record of managing teams
- Excellent communication and interpersonal skills, with the ability to work effectively with a diverse range of stakeholders.
- Strong analytical and problem-solving skills, with the ability to identify and address operational challenges.
- Knowledge of relevant laws, regulations, and policies related to non-profit organizations.
- Ability to work independently and collaboratively, with a high degree of initiative and flexibility.

Competencies: Leadership, problem solving skills, risk analysis skills, project management, detail orientation, decision making, communication proficiency, and stress management/composure.

Physical Demands: Must be able to bend, stoop, push, pull, reach, sit, stand, and walk for periods of time. Must be able to lift from the floor to waist up to 10 pounds frequently and up to 30 pounds occasionally.

Visual and Cognitive Demands: Must have excellent communication and writing skills. Must be able to generate written reports or summaries using prescribed formats. Must be able to give and receive verbal and written instructions. Must have fine vision, sustained vision, and peripheral vision. Must possess sufficient eye/hand coordination to operate office equipment including, but not limited to phone, computer, calculator, and/or copier, if applicable.

Work Location and Environment: Home-like and office settings with varying degrees of background noise. Lighting and ventilation as found in a typical home, school, or office setting. May involve some travel.

Key Responsibilities:

- Operations Management:

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- Oversee and coordinate the organization's operational functions, including financial management, human resources, IT systems, facilities management, and administrative processes to ensure seamless functionality.
- Strategic Planning:
 - Collaborate with the Executive Director and the Board of Directors to develop and execute strategic plans that advance the organization's mission, vision, and long-term objectives.
- Human Resources Management:
 - Direct all aspects of human resources, including recruitment, onboarding, training, performance management, employee benefits, and adherence to employment laws and organizational policies.
- Information Technology (IT) Management:
 - Oversee the organization's IT infrastructure, ensuring the effective operation of hardware, software, and network systems to support organizational goals and maintain cybersecurity.
- Facilities Management:
 - Supervise the upkeep and maintenance of the organization's physical assets, including office buildings, workspaces, and equipment, ensuring a safe and efficient working environment.
- Program Management Support:
 - Partner with program staff to provide oversight and support for program planning, implementation, monitoring, and evaluation to ensure successful outcomes.
- Regulatory and Policy Compliance:
 - Ensure organizational adherence to all relevant laws, regulations, and internal policies, particularly those governing non-profit operations and compliance standards.
- Spiritual and Ethical Integrity
 - Model's Christ-like behavior, demonstrating humility, integrity, and servant leadership
 - Maintains ethical decision-making, fostering trust and transparency in all interactions
 - Upholds Biblical values in personal and professional conduct

Corporate Requirements:

- Demonstrates alignment with Stability First's mission and vision, ensuring actions and decisions reflect organizational values. Exemplifies adherence to all Stability First policies, procedures, and guidelines, serving as a role model for compliance.
- Handles sensitive information with utmost confidentiality and discretion.
- Safeguards the security and privacy of all client records in strict accordance with confidentiality standards.
- Maintains required certifications, ensuring compliance with applicable standards and regulations.
- Applies established policies and procedures thoughtfully, to make sound, informed decisions.
- Demonstrates dependability by maintaining excellent attendance and punctuality, effectively managing time, and following scheduling policies.
- Consistently upholds organizational standards, including conduct, policies, and performance guidelines.
- Exhibits flexibility and adaptability, responding proactively to shifting priorities and workload demands.

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- Engages actively in required trainings, meetings, and professional development opportunities to enhance skills and knowledge.
- Participates in staff and group activities to support program effectiveness, foster communication, and ensure seamless information flow between administration, staff, and clients.
- Collaborates willingly with colleagues, accepts constructive feedback, and adheres to supervisory direction.
- Maintains professional and respectful boundaries in all interactions, fostering a positive and supportive environment.
- Adheres to Stability First's dress code policy, presenting a clean, neat, and professional appearance.
- Demonstrates self-discipline and models exemplary behavior, fostering respectful relationships with others.
- Actively contributes to building positive community relations through professionalism and engagement.
- Promptly notifies appropriate authorities about potential health or safety hazards.
- Focuses exclusively on work-related tasks during work hours, maintaining productivity and professionalism.
- Balances independence with teamwork, contributing effectively in both individual and collaborative settings.
- Takes on additional responsibilities or assignments as needed to support organizational objectives.
- Participates in community events and fundraising initiatives, representing Stability First with integrity and enthusiasm.

This job description is not intended to be all inclusive. Therefore, the employee may be requested to perform other reasonable related duties as assigned by immediate supervisor and other management as required. The company reserves the right to revise or change job duties as business requirements dictate. It is mutually agreed that the job description does not constitute a written or implied contract of employment. It is also understood that the company reserves the right to change work schedules as necessary.

Employee Signature

Date

Supervisor Signature

Date