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| Job Title: | **Director of Operations** |
| Department: | **Administration** |
| Reports to: | **Executive Director** |
| Grade: | **D**  |
| Supervises: | **Senior Nutrition, IT, Head Start Bus Drivers, DMT and Support, Receptionists, Warehouse** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Betsy Rees** |
| Date: | **July 14, 2019** |
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| Purpose:To provide oversight for all agency facilities and appropriate support to all agency departments in achieving the agency mission, departmental/programmatic plan, objectives, and requirements through operations and administrative functions. |
| Essential Functions:*Administrative** Responsible for the security and maintenance of agency facilities, delegating as necessary to assure that evening/ weekend closure policies are followed, keys are issued to those needing access to the building during off hours (employees, vendors, consultants, monitors, etc.), proper arrangements are in place for daily/weekly/monthly/emergency cleaning, upkeep, repairs, snow plowing, lawn care, telephone (local and long distance) services, carpet cleaners, plumbers, electricians, etc.
* Develop and monitor policies and practices to ensure effective and efficient use of Agency Information Technologies (IT) and general support services.
* Oversees and manages the Senior Nutrition Department and Food Distribution Warehouse.
* With delegating authority, obtain bids, as required, for purchase of necessary supplies, services, and equipment.
* With delegating authority, and in coordination with all departments in meeting operational needs, order all office supplies, paper inventory, maintenance products, etc.
* Hire, train, supervise, and evaluate staff.
* Work closely with the Executive Director, department directors, and key staff to promote and continue overall agency cohesiveness, philosophy, and coordination of programming and flow of information.
* Assist in ongoing planning and assessment, in program recommendations, in development and implementation of programming, goals and budgets, and in program evaluation using Results Oriented Management and Accountability (ROMA) and Strategic Planning methods/activities.
* Participates with and supports the Agency Strategic Plan.
* Works with the Controller to supervise, monitor, and control budget expenditures in accordance with regulations, policies, and procedures.
* Assures that the commitments of grant funds are allowable, allocable, and reasonable in accordance with regulations, policies, and procedures.
* Standing appointee to the position of Acting Executive Director and will serve as such in the unplanned absence of the Executive Director.
* Performs other related duties as required and assigned.

*Child and Family Development** Maintain a working knowledge of Child & Family Development (CFD) goals and objectives, and agency, state and federal policies and procedures to carry them out.
* Monitor all aspects of the day-to-day operations of the program.
* Provide input for annual review and revision of plans, collaborating with all component staff to ensure comprehensive planning and programming.
* Meet monthly with NCMAA Controller with input from the CFD Director to analyze Head Start, Early Head Start and Department of Education budgets and program spending and monitor budget projections.
* Prepare monthly CFD reports for NMCAA Board of Directors and Policy Council.
* In conjunction with the CFD Director, write the five-year Head Start, Early Head Start, and Department of Education grants.
* Oversees the tracking of USDA CACFP reimbursement and childcare reimbursement.
* Participates in CFD, Policy Council, and other appropriate activities, including bus driver trainings, and ensures that all applicable policies and procedures regarding alcohol and controlled substances are carried out, as well as compliance with applicable state and federal laws, etc.
* Authorize CFD vehicle purchases and repairs.
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| Position Objectives:* To ensure compliance with all state and federal programmatic requirements.
* To maintain safe, clean, and accessible agency facilities.
* To mentor, train, and support staff.
* To represent NMCAA in a professional, supportive, and knowledgeable manner.
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| **Measured by:*** CFD, USDA, TEFAP, NMCAA and any other program audits results and outcomes.
* Feedback from agency leadership, staff, and community partners.
* Completion of balanced budgets in areas of control.
* Flexibility to adjust to situations and react as necessary for the betterment of the agency.
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| **Minimum Education:*** Bachelor’s degree or equivalent in management, human services, or related field.
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| **Minimum Experience:*** 5 years’ experience in administration and personnel.
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| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** Supervisory training in controlled substance and alcohol awareness.
* Certified Michigan Department of Education Mandate Transportation Supervisor
* Strategic thinking
* Effective interpersonal, written, and verbal communication skills.
* Decision making
* Ethical conduct
* Leadership
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| **Minimum Physical Expectations:*** Physical activity that always requires keyboarding, sitting, phone work and filing.
* Physical activity that always requires extensive time working on a computer.
* Physical activity that sometimes requires travel by car and/or air.
* Physical activity that often requires lifting under 25 lbs.
* Physical activity that often requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access files and records.
* Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs.
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| **Minimum Environmental Expectations:**The Director of Operations operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. |