



BOYS & GIRLS CLUBS
OF THE GREAT LAKES BAY REGION

Director of Operations: Roles, Responsibilities, and Qualifications

Roles:

Reporting to the CEO, the Director of Operations is responsible for the organization's day-to-day operating activities. The Director provides leadership to the strategic planning process and implements new strategic initiatives related to areas such as Operations, Program Services, Finance and Human Resources. The Director leads the management team of site directors, and is also responsible for key organizational initiatives.

Responsibilities:

Leadership

1. Lead the development and implementation of organizational infrastructure, in relation to need and available resources, to facilitate achievement of operational goals.

Strategic Planning

2. Evaluate overall program effectiveness based on participation and achievement of stated goals; recommend modifications to improve program performance, as appropriate; ensure outcome measurement and data analysis drives program improvement and high levels of Club and child safety.

Resource Management

3. Coordinate agency budget development; monitor and report variances in revenues and expenditures.
4. Manage administrative and operational processes, overseeing the maintenance and repair of buildings, equipment and other facilities.
5. Manage performance of assigned directors and other staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
6. Manage human resources programs and systems including recruitment, employee relations, compensation and benefits, training and development.
7. Plan and implement a staff development and training program.

Marketing and Public Relations

8. Participate in activities to maintain good public relations for Club programs, services and activities; help build public trust.

Qualifications:

Maintain close contact with assigned directors and other staff to provide technical assistance in matters of programming and operations; interacts regularly with Chief Executive Officer and as assigned with the board and its committees.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree from an accredited college or university (master's preferred)
- A minimum of five years work experience in nonprofit operations management and supervision, or an equivalent combination of experience and education
- Considerable knowledge of: the mission, objectives, policies, programs and procedures of Boys & Girls Clubs; of the principles and practices of nonprofits.
- Demonstrated ability to organize, direct and coordinate operations; in personnel supervision, ability to recruit and retain key personnel; oversee facilities management; and knowledge of budget management
- Strong communication skills, both verbal and written
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups and other related agencies