

## Director of Operations JOB DESCRIPTION

<b>Position Title:</b> Director of Operations	<b>Date Revised:</b> September 1, 2018
<b>FLSA Status:</b> Exempt	<b>Reports To:</b> Chief Professional Officer

Schedule: Shift – approximately 8 - 10 hours per day between the hours of 7:00 a.m. and 7:00 p.m.  
5 days/week. Usually 50 hours/week.

### **JOB SUMMARY:**

Provide leadership and direction to the Club Directors in the club wide operations of a broad range of programs with an oversight of activities.

### **ESSENTIAL FUNCTIONS:**

#### Leadership

- Plan and oversee programs, activities and services that prepare youth for success and that create a club environment that facilitates achievement of Youth Development Outcomes.
- Ensure a healthy and safe environment, ensuring facilities, equipment and supplies are maintained.
- Establish objectives and goals that are consistent with organizational goals
- Demonstrate leadership in the talent development of Club Directors, with the completion of annual development plans
- Participate in the recruitment of Staff and Volunteers
- Create an atmosphere of teamwork
- Effectively evaluate, mitigate and resolve constituent escalations and internal conflicts

#### Strategic Planning

- Evaluate all programs and activities on a continual basis to ensure they meet stated objectives and member needs and interests. Review regular reports reflecting all activities, attendance and participation. Assure that grant funded programs are conducted and documentation maintained.
- Oversee safety training and ensure Emergency drills are routinely completed

#### Resource Management

- Participate in the development, implementation and monitoring of the Club's annual budget, ensuring that the programs and activities are operated within established budget
- Ensure administrative and operational systems are in place to maintain the operation of the physical properties and equipment of the Club, including use of facilities by outside groups.
- Recruit, manage and provide career development opportunities for all staff and volunteers.
- Conduct regular staff meetings.

#### Marketing and Public Relations

- Develop partnerships with parents, community leaders and organizations.
- Develop and maintain public relations to increase the visibility of programs, services and activities within the Club and the community.

**OTHER DUTIES:**

- May be required to drive Club van.
- May be required to perform facility maintenance/cleaning.
- Obtain approval for purchases of supplies and equipment.
- Work with staff on special events to carry out programs in all departments.
- Exercise authority in problems relating to members; utilize guidance and discipline techniques.
- Attend weekly meetings with management team to discuss planning and Club operations.

**PHYSICAL DEMAND CLASSIFICATION:**

Position may require driving. Position may require ability to climb stairs. Position requires: supervision of youth in activities including sports, games, etc; facility cleaning; moderate lifting (40 pounds); ability to stand for extended periods of time; ability to perform job duties in outdoor setting; and the ability to work in a loud, high energy, fast paced environment for extended periods of time.

This position has regular verbal and written contact with administrative personnel, middle, and senior management. The nature of these communications range from a routine exchange of information to a process of securing information and/or responding to inquiries where explanation and discussion may be required using judgment.

**ADDITIONAL INFORMATION:**

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Signed by: \_\_\_\_\_  
Employee Date

Approved by: \_\_\_\_\_  
Chief Professional Officer Date

Reviewed by: \_\_\_\_\_  
Chief Volunteer Officer Date