



HOPE585 Job Description

JOB TITLE:	Director of Operations
REPORTS TO:	Executive Director
FLSA STATUS:	Exempt
TYPICAL SCHEDULE:	40 hours per week
SALARY	\$73,000 - \$83,000
SUPERVISES:	Community Engagement and Volunteer Coordinator

JOB SUMMARY

The Director of Operations is responsible for the overall management of HOPE585 operations. This includes overseeing the day-to-day operations of the organization, as well as developing and implementing long-term operational strategies for both internal and external processes. Key responsibilities include administration, developing and implementing operational structures to help carry out youth and family community programming, developing and/or maintaining the employee handbook and supporting employee procedures, managing all safety-related processes, and more. The Director of Operations works closely with the Executive Director and senior staff to ensure all operations are aligned with the organization’s overall goals and objectives.

Essential Functions:	Percentage Time Spent
<p>Organization-wide strategic projects</p> <ul style="list-style-type: none"> ● Partner with senior staff to design, implement, and oversee new programming which serves children and families. ● Develop and implement standard operating procedures, checklists, templates, and tools for programming success. ● Drive consistent operational processes across programs that align with and help further the HOPE585 mission, vision, and values. 	25%
<p>Human Resources oversight</p> <ul style="list-style-type: none"> ● Develop, implement, and oversee organizational policies and procedures. ● Process Payroll and manage Payroll related issues ● Ensure compliance with applicable federal, state, and employment laws. ● Serve as the point of contact for day-to-day HR, such as employee onboarding. ● Day-to-day HR contact for first-level employee questions and issues. ● Manage Paid Family Leave (PFL), Disability Benefits Law (DBL), and Workers’ Compensation (WC) insurance programs, ensuring compliance with all regulations. 	25%
<p>Safety and facilities</p> <ul style="list-style-type: none"> ● Develop, implement, and oversee all safety programs for the HOPE585 such as emergency evacuation plans, accident and injury reporting, severe weather/office closure procedures, and more. ● Monitor and report on the organizations’ risk profile to ensure risks are effectively managed. ● Manage the organization’s business insurance portfolio. 	20%

<ul style="list-style-type: none"> ● Oversee day-to-day and emergency maintenance needs for all HOPE585 locations. ● Serve as the point of contact/facilities landlord for community foster home. 	
<p>Supervisory responsibilities</p> <ul style="list-style-type: none"> ● Clearly communicates job expectations, confirms understanding, and provides ongoing coaching and feedback to direct report(s). ● Facilitates the performance evaluation process and partners with staff on individual development plans for their ongoing career growth. ● Provides support and acts as a resource for team member(s) by: <ul style="list-style-type: none"> ○ Answering job and employment-related questions. ○ Helping team members understand how their role fits into overall organizational goals by providing “line of sight.” ○ Communicating timely and transparently about organizational decisions and changes whenever possible. ○ Providing tools and resources for success. ○ Removing barriers to success whenever possible. 	20%
<p>Administrative duties</p> <ul style="list-style-type: none"> ● Streamline and manage internal and external communications for employees. ● Identify and implement improvements to minimize manual administrative processes. 	10%

Other Duties:

- Partner with Executive Director on strategic planning; serve as an aid and partner on special projects.
- Report to the Board of Directors at bi-monthly meetings regarding the status and progress of all operational initiatives.
- Participate and provide committee support (i.e. Fundraising Committee).
- Maintain strong partnership with Monroe County and other key stakeholders.
- Identify opportunities for process improvements and/or develop new processes/procedures.
- Attend all required trainings and staff meetings.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Required Certifications/Experience:

- Bachelor’s degree in business administration, Management, Operations, or a related field or an equivalent amount of experience, Master’s degree preferred.
- 3-5 years of experience in operations, management, or a similar leadership role.
- Proven track record of overseeing daily operations and leading cross-functional teams.
- Experience in budgeting, financial planning, and resource allocation.
- Valid NY Driver’s license and reliable transportation required.

Required Knowledge, Skills, and Abilities:

- Expertise in project planning, execution, and monitoring.
- Strong relationship-building and leadership skills that enhance connection and trust with community members, including a willingness to learn about families suffering from poverty and Adverse Childhood Experiences (ACEs).
- Values working in a diverse, team-oriented environment, compassionately serving and advocating for people with different needs and from different backgrounds, lifestyles, and cultures.
- Ability to approach situations and make decisions strategically and creatively, considering implications to all

stakeholders.

- Ability to understand and interpret budgeting and grant reporting processes.
- Ability to motivate team members to reach collective goals and continuously improve.
- Leads by example with self-direction, a growth mindset, calm and professional communication at all times, and a genuine desire to help all program participants succeed.
- Ability to accept feedback, actively listen, provide feedback and coaching to staff, including the willingness and ability to engage in difficult conversations when necessary.
- Ability to maintain professional boundaries, handle sensitive and confidential information, and navigate challenging situations in a calm and professional manner.
- Capable of following all program and state requirements and holding staff accountable for same.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office and public-facing environment
- Regular speaking, hearing, communication with others
- Ability to sit for extended periods (example: up to 70% of time sitting at a computer)
- Ability to stand for extended periods (example: up to 3-4 hours for an event)
- Periodic driving required (example: up to 1.5 hour distance)
- Occasional lifting, up to 25 pounds

HOPE585 Competencies

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| ● Exceptional Leadership Qualities | ● Interpersonal Savvy |
| ● Action Oriented | ● Peer Relationships |
| ● Ethics and Values | ● Self-Knowledge |
| ● Integrity and Trust | ● Strong Values |

Interested candidates should contact Faith Phelps at fphelps@hope585.org