

JOB DESCRIPTION



Job Title: Director of Operations
Reports To: Chief Administrative Officer
Status: Full-Time, Exempt
Salary: DOE + Benefits

Fresno Building Healthy Communities does not discriminate on the basis of race, color, religion, origin, gender, national origin, age, marital status, military service, disability or sexual orientation. Reasonable accommodations provided upon request. All applicants tentatively selected for this position will be required to pass a background screening and submit to any required tests to screen for illegal drug and alcohol use prior to employment.

ORGANIZATION BACKGROUND

Fresno Building Healthy Communities (Fresno BHC) works with community leaders, non-profit and faith-based organizations, and policymakers to foster and encourage thriving communities where all children and families can live healthy, safe, and productive lives.

Fresno BHC's work is grounded in the underlying belief that social, environmental, political, and economic factors together have an impact on the health and wellbeing of individuals and community as a whole. Fresno BHC works to continually engage a diverse constituency across the Central Valley around issues related to education, health, land-use, youth leadership, civic engagement, and community development, with special focus on residents living in central, southeast, and southwest Fresno.

Representing more than 97,000 south Fresno residents, Fresno BHC is building a movement to change policies and systems in order to create *one healthy Fresno* for everyone.

POSITION DESCRIPTION

The Director of Operations (DO) is responsible for managing Human Resources, Facilities, and Information Technology functions for Fresno BHC. Human Resources responsibility includes planning and implementing policies and processes for staffing, compensation, benefits, training, employee relations, safety, and compliance. This position supports organizational goals and advises leadership on all HR related matters, providing broad and current subject matter knowledge, including expertise in federal, state, and local employment laws. Maintains a Human Resource Information System or other system for data and reporting on HR activity. Facilities responsibility includes management and oversight of the design, planning, construction and maintenance of the organization's facilities and property. Oversees the functioning of all building systems including mechanical, electrical, fire/life safety, plumbing, and waste management. Monitors operations budgets and approves contracts. Supervises operations and contractor staffs. Ensures building operations comply with all local laws and regulations pertaining to zoning, operations, and environment. Directs and supervises IT function, including oversight of contracted services. Provides support and assistance to staff and administration in service of the organization's technological requirements.

RESPONSIBILITIES

1. Overall responsibility for human resource management, including recruitment, organizational culture, diversity, professional development, payroll and benefits, and staff retention.
2. Management of all payroll processes including timesheet creation, distribution, tracking, input into payroll system, adherence to payroll deadlines, and oversight of payroll expenditures including payroll fees and employer taxes.
3. Develop and maintain all internal procedures, policies, and structures required to create an efficient and effective working environment.
4. Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
5. Directly manage Operations staff – currently consisting of a Compliance Manager, IT Specialist, and

Administrative Assistant.

6. Manage building preservation and conservation, renovations and repairs, maintenance, and grounds upkeep.
7. Maintain and monitor security systems.
8. Maintain and procure workstations and office furniture.
9. Maintain system to create, assign, monitor and record identification badges for staff, volunteers, and guests.
10. Maintain asset management system.
11. Establish, maintain, and monitor cleaning and safety protocols consistent with organization's Illness and Injury Prevention Plan, state, and local public health guidelines.
12. Establish, monitor and maintain information technology systems and services, including: work with IT to identify technology needs for the organization, assess and monitor IT infrastructure and security, recommend and implement IT platforms and procedures to increase efficiency, enhance workflow and improve productivity, recommend and procure systems to protect data from outside infiltration through encryption, secure data storage and other means, supervise installation of new hardware and software and help train employees on its use.
13. Manage and increase the effectiveness and efficiency of Support Services (HR, IT, Finance, etc.), through improvements in each function as well as coordination and communication between vendors and contractors.
14. Remain up to date on nonprofit best practices and state and federal laws regarding nonprofit operations.
15. Ensure organizational legal and regulatory compliance, risk management, and insurance.
16. Manage day to day processing of accounts receivable and payable using financial systems, reconcile monthly activity, generate monthly, quarterly, and year-end reports and assessments and forecasts of organization's financial performance against budget, and fulfill tax related requirements.
17. Develop and deliver progress reports, proposals, required documentation, and presentations, as directed.
18. Oversee incoming/outgoing mail.
19. Manage office supplies inventory.
20. Lead weekly staff meetings.
21. Correspond with vendors, volunteers, and contractors, assisting Senior Directors and Officers as needed.
22. Coach and mentor staff and volunteers from different departments and provide constructive feedback.
23. Participate in assigned local, regional, and statewide activities; travel as needed.
24. Maintain flexible hours as frequent meetings and project activities occur outside normal office hours, on weekends, and in various locations.
25. Other duties as assigned.

REQUIREMENTS

The Director of Operations must be a seasoned and mature individual who possesses excellent interpersonal and organizational skills. They must be comfortable working independently and as part of team, be detail oriented, highly efficient leader with at least 5 years of professional experience, including managing the finance and administration of nonprofit organizations. The Director of Operations must have a high level of adaptability and out-of-the box thinking and be comfortable re-designing workflow processes based on emerging results. They must be able to meet the responsibilities of the position, deadlines on a regular basis and meet high-quality standards on all activities and materials.

They must be a graduate from an accredited college or university with a bachelor's degree in a related field and demonstrated ability to successfully implement operational systems.

Must possess a valid California Driver's License and verifiable automobile insurance and have the use of a reasonably reliable automobile for use on the job, ability to pass background checks including LiveScan fingerprinting and must be able to occasionally lift up to 40 pounds.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

1. Deep interest in and commitment to the vision, mission, and work of Fresno BHC.

2. Must be flexible and adaptable; creative thinker and problem solver who is also open to the insight of others.
3. Work well in a team-oriented environment and maintain harmonious relationships.
4. Experience and ability to work collaboratively in cross-disciplinary teams and with racially and culturally diverse internal and external constituencies.
5. Knowledge of contract management and experience in organizational effectiveness and operations management implementing best practices, including legal, audit, compliance, budget, and resource development.
6. Knowledge of tax and other compliance implications of non-profit status.
7. Display a high degree of initiative, integrity, loyalty, accountability, creativity, and good judgment; excellence in professionalism with the ability to maintain strict confidentiality.
8. Excellent organization and attention to detail; ability to prepare timely, proper, clear, and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.
9. Ability to identify, evaluate, problem solve, think critically, and give direction.
10. Working knowledge of data analysis and performance/operation metrics.
11. Strong at presenting a position and persuading others of its benefit.
12. Ability to understand and carry out oral and written instructions.
13. Strong listening, interpersonal, networking, and customer service skills; ability to communicate effectively, clearly, and concisely both orally and in writing.
14. Knowledge of general office practices, procedures, and terminology.
15. Familiarity with and ability to operate modern office equipment including computer hardware, software, copy machines, scanners, multi-line phone systems, internet and web-based applications, proficiency in Microsoft Office Suite, Adobe, QuickBooks, and accounting systems.
16. Ability to speak, read, and write a second language is highly preferred.

PHYSICAL DEMANDS

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, stooping, squatting, grasping, and making repetitive hand and finger movement in the performance of daily duties. The need to lift, drag and push files, paper and equipment weighing 20 or more pounds is also required. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus when reading correspondence, statistical data and using a computer. The Director of Operations may experience added pressure from being exposed to difficult or controversial situations.

WORK ENVIRONMENT

The position typically works indoors in an air-conditioned office, with a mixture of natural, incandescent, and florescent light. Typical noise levels are muted by acoustic ceilings, carpets, and sound-deadening wall panels. Occasionally, the position is called upon to work outside of the office at a public meeting or event. Some of these occur indoors, while others occur outside with exposure to weather and temperature extremes and moderate noise levels. This position requires travel and the ability to interact with others in both small and large group settings. At times, this position may include periods of extended physical activity, such as walking/standing and/or moving and setting up equipment. The employee is frequently required to meet multiple demands from several people.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements, which may change from time to time based on business needs. When appropriate, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job, so long as those accommodations do not create an undue hardship for the company. However, regular attendance and promptness are considered part of each employee's essential job functions.