



DIRECTOR OF OPERATIONS
POSITION DESCRIPTION

Division/Department: Administration

Job title: Director of Operations

Type of position:

- Full-time
- Part-time
- Temporary
- Contractor
- Intern

Hours 40/week

- Exempt
 - Executive
 - Professional
 - Administrative
- Nonexempt

Reports to:
 President/CEO

Supervises:

Direct:

- Fitness Director
- Community Connections Director
- Maintenance/Facilities Coordinator

Indirect:

- All fitness and community connections staff

General Description:

Serves as "chief of staff", supporting the President/CEO in all areas of administration and operations of the YWCA with particular emphasis on program management, including quality programming, financial and technology management, grants and contract administration, human resources management, and facilities management. Represents the YWCA at events and fundraisers. Responsible for all operations of the YWCA in the absence of the President/CEO.

Performance Expectations

Hires, develops and retains an effective staff to pursue the organizations mission by:

- Recruiting, facilitating hiring, assigning, supervising, evaluating, and, when necessary, recommending the termination of staff
- Administering personnel policies and affirmative action, wage & salary and benefits plans
- Working with the HR committee to develop and review personnel policies on a regular basis ensuring legal and regulatory compliance as well as "best practices"
- Implementing successful employee relations and staff development plans to motivate and retain effective, qualified staff

Ensures quality programming which furthers the mission of the YWCA by:

- Developing, monitoring and reporting program goals, activities, and outcomes
- Researching community needs and trends and applying that knowledge to the programs of the YWCA
- Providing leadership and mentoring to program directors

Ensures the financial integrity of the organization by:

- Assisting in developing and implementing prompt and accurate budgets
- Monitoring program revenue and expenses to ensure budget compliance
- Preparing proposals and managing grants and contracts to maximize programs

Ensures strong stewardship of facilities, equipment, and technology by:

- Assuring the proper use, management, security and upkeep of YWCA facilities
- Allocating, through the budgeting process, resources for necessary maintenance as well as capital improvements
- Recommending additions or changes to planned major maintenance or improvement projects
- Ensuring the integrity of the technology supporting the operations of the YWCA and recommending additions or changes as needed

Promotes awareness of the organization's mission and programs by:

- Working to achieve and maintain a positive visible community image
- Representing the YWCA to appropriate community groups
- Maintaining sound relationships with other community organizations

Requirements

- BBA or related degree
- 5 years progressively responsible non-profit experience in program management including staff supervision, budget development and management
- Significant human resources management experience including employment, employee relations, benefit administration and wage & salary administration
- Proficiency in Microsoft Office applications—Word, Excel, Publisher
- Excellent oral and written communication skills
- Ability to meet and successfully deal with the public
- Demonstrated ability to work with volunteers and volunteer committees
- Self-directed with strong organizational and multitasking skills
- Ability to enjoy a fast-paced environment with multiple, competing internal projects, as well as ongoing programs and facilities in operation 90 hours per week

Additional Requirements

- Must have a passion for issues affecting women and their families, and truly value diversity
- Good and verifiable driving record; ability to use own personal vehicle
- Valid Texas driver's license, or ability to attain one within 2 days of employment
- 25 years or older for YWCA insurance compliance allowing the organization to carry the minimum state liability insurance
- Ability to walk, bend, stoop, twist at waist, reach, climb stairs, and lift a minimum of 30 pounds

To apply, submit application, resume & 2 Letters of Reference from past supervisors to:

YWCA Administrative Office
4601 Corona, Corpus Christi, TX 78411
361-857-5661 ext. 104; 361-857-0254 (fax)
ywcacc@ywcacc.org