



Job Title: Senior Director of Operations

Job Type: Exempt; Full-time

Job Rate: \$85,000/annual

Job Location: Admin

Reports to: VP of Operations

Boys & Girls Clubs of Carson's Mission:

The Boys & Girls Clubs of Carson offers our young people a safe environment where they can have fun and be themselves, dedicated adult mentors who respect and listen to them, and outcome-based programs that empower youth to become lifelong learners.

PRIMARY FUNCTION:

Oversees, implements, and evaluates operation processes and procedures. Leads in developing strategies and managing the logistics of all day-to-day operations and special initiatives.

KEY ROLES (Essential Job Responsibilities):

Operations

- Oversee the implementation and delivery of operations, programs, services and activities that facilitate achievement of Youth Development Outcomes.
- Reviews, analyzes, and evaluates business procedures.
- Oversee the identification and evaluation of opportunities to improve program effectiveness on the basis of participation and achievement of stated goals; recommends modifications to improve program performance and day-to-day operations, as appropriate.
- Ensures work environments are adequate and safe.
- Manage performance of assigned staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Coordinates the locations and staffing for programs to ensure program success.
- Maintains relationships with outside vendors and schools to ensure smooth operations.
- Manage all technological infrastructure for staff and for programs.
- Coordinates with schools and facilities to facilitate services, partnerships, and deliveries.
- Oversees facilities to ensure cleanliness and safety.

Supervision

- Hires, trains, evaluates, and manages staff, including the Director of School Services and Clubhouse Director.
- Conducts performance evaluations.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results.
- In collaboration with Human Resources, ensure proper staffing for all out-of-school time locations.
- Provides constructive feedback and creates strategies for employees to ensure program smoothness and efficiency.
- Manages day-to-day operations, coordinating with other staff and outside vendors to ensure compliance with contracts and agreements.

Special Initiatives

- Lead Club-wide high-level, special initiatives, setting the direction, coordinating across the organization and managing day-to-day implementation with attention to detail.
- Manage, plan, execute, and ensure follow up of high-profile special events and projects.
- Oversee budget, record-keeping systems, and reporting associated with all special initiatives.
- Coordinate with other staff to plan, organize, implement, and evaluate special initiatives.

ADDITIONAL RESPONSIBILITIES:

- May participate in special programs and/or events.
- May be required to drive Club van and obtain Class B license.
- May be required to help in other program areas.
- Assume other duties as assigned.

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel. Manages Director of School Services and Clubhouse Director.

External: Maintains contact with external community groups, schools, members' parents and others to assist in resolving problems and organizing locations for events. Builds relationships with vendors.

REQUIRED SKILLS:

- Bachelor's Degree from an accredited college or university.

- A minimum of five years of work experience in non-profit agency 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 non-profit organizations.
- Proven track record of success facilitating progressive organizational change and development within a growing organization.
- Responsible, consistent, and punctual.
- Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific programs.
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.
- Strong management and interpersonal skills.
- Ability to utilize a wide variety of reference, descriptive data and information.
- Ability to carry out instructions furnished in written, oral or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.
- Ability to deal with the general public.
- Ability to organize and supervise members in a safe environment.
- Proficient at Microsoft Office, including Excel, Word, Outlook, etc.
- Mandatory CPR and First Aid Certifications and TB clearance.
- Valid State Driver's License.
- Vaccinated for COVID.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Tasks that involve the ability to exert physical effort, typically involving some combination of standing for long periods of time, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects up to 50 pounds.

DISCLAIMER

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.