Position Title: **Operations Director**

Direct Supervisor: Executive Director Full-time Position

# GENERAL DESCRIPTION

## The Operations Director will be responsible for providing leadership to the Finance, Operations, Facilities, and Transportation functions of the WRC. This position is instrumental in establishing a thriving organizational culture reflective of the organization’s Guiding Principles. The Operations Director reports to the Executive Director, serves on the leadership team, provides supervision to multiple staff within their purview, and works both independently and collaboratively towards the mission and vision of the organization.

# MUTUAL RESPONSIBILITIES

## Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by, the policies and procedures outlined by the WRC.

## Ensure continuity of services by supporting on-call functions of the organization as needed.

## Meet weekly with supervisor, participating in the WRC’s on-going Communications & Performance Evaluation Plan. Communicate with the supervisor clearly and in a timely manner any issues of performance.

## Support the community’s accessibility to agency services by participating in day-to-day operations at the Administrative & Counseling Offices (1217 Grove).

## Carry out other duties as assigned by the Executive Director.

# JOB RESPONSIBILITIES

## Operations Direction

### Provide oversight and support to the Operating Functions of the WRC.

### Coordinate with the Executive Director and program staff to ensure alignment between organizational administrative practices and the organization’s mission and vision, guiding principles, and grant/accounting requirements.

### Assess for and protect against internal and external program risks, in consultation with the Executive and Programs Directors.

### Carry out work in accordance with policies and guidelines established by the Board of Directors and Executive Director.

## Supervisory & Personnel Responsibilities

### Directly supervise and consult with the Office Manager; Accounting Specialist; and Facilities, Transportation, and Donations Manager.

### Consult with Program Coordinators to ensure policy adherence.

### Conduct orientation and staff training for all staff supervised by this position.

### Conduct bi-weekly supervision with direct reports and document ongoing performance.

## Business and Accounting

### Plans, develops, organizes, implements, directs, and evaluates the agency’s fiscal operations by providing efficient financial management and accounting services to include budgeting, accounts payable, payroll, and fringe benefits.

### Process and track WRC funds through electronic and manual deposit functions.

### Review Coding of agency bills and verify validity of charges with appropriate staff.

### Serve as back-up bookkeeper for payables, receivables, payroll and financial statement functions.

### Prepare business and financial related correspondence.

### Prepare monthly, quarterly, and annual reports. Present to the Board of Directors as scheduled.

### Coordinate business operations under the guidance of the Executive Director including WRC company insurance policies, investments, banking, equipment leases and service provider agreements.

### Coordinate the Cars for Success Program and complete IRS required documents.

### Ensures all IRS regulations and forms are submitted appropriately.

### Supervises the audit process including creation of Request for Proposal (RFP), reviews RFPs with Finance Committee, assists auditors during auditing process including providing schedules and trial balances, attends all exit interviews, proofs rough audit drafts and provides response to audit to accomplish a comprehensive audit annually.

### Develops and implements internal controls, procedures and policies, with approval of Finance Committee.

## Grants Management

### Reviews all contracts and grants for understanding and for knowledge of funding requirements. Communicates with all funding sources to comply with funding source requirements and to answer any inquiries.

### Monitor grant budgets and allocate expenses to appropriate funding sources.

### Create and submit grant reports, invoices, and documentation.

### Track grant payments and update receivable and disbursement documents.

### Review relevant grant budgets and expenses with Program Coordinators as needed.

### Ensure ongoing evaluation of grant expenses and coordinate budget amendments with Executive Director.

### Prepare and track budget requests and expenditures for all grant applications.

## Human Resources Administrative Functions

### Coordinate paperwork processing for new and existing employees.

### Assist personnel with enrollments and changes to cafeteria plan elections.

### Coordinate annual cafeteria plan renewals with service providers.

### Maintain and update all salary and benefits worksheets and payroll documents.

### Review and approve semi-monthly payroll and tax payment processing functions.

### Work with the Programs and Executive Directors to cultivate a culture of wellness among staff utilizing existing as well as creating new structures for appreciation, wellness, and team building/support.

# QUALIFICATIONS

## Non-profit Accounting, Budgeting, and QuickBooks experience is preferred. Staff supervision experience required.

## Demonstrated ability to provide leadership and fiscal oversight.

## Ability to work effectively with leaders to facilitate program health and growth.

## Demonstrated knowledge of accounting principles, Quickbooks, and Uniform Guidance.

## Demonstrated initiative, patience, and ability to problem solve in collaboration with others.

## Excellent oral and written communication skills

## Knowledge of physical plant management and computer operation.

## Ability to deliver WRC services in a culturally sensitive manner.

## Ability to work some evening, weekend, and holiday hours.

## Driving is an essential function of this position. Must have reliable transportation, a valid driver’s license, and be insurable through the WRC’s insurance policy.

**Certification of receipt of this job description**

Employee Signature Date

Supervisor Signature Date

Executive Director Signature Date