



## **OPERATIONS DIRECTOR**

### **SCOPE**

The Operations Director is responsible for ensuring safe and prudent on site operations on a day to day basis. This includes supervising onsite employees (office manager), overseeing contractors (cleaning and security), and working with volunteers, to ensure goals are being met in a safe and prudent manner. Typical working hours are M-F 12 p.m. to 8 p.m. and Saturday 11 a.m. to 3 p.m.

### **PRIMARY RESPONSIBILITIES**

1. Office Management
  - Host patrons and visitors in a professional and friendly manner
  - Oversee the office functions to ensure customer satisfaction is being delivered
  - Handle communications (phone, email) in a professional and friendly manner
  - Proactively work with donors to create a stable and growing donor base
  - Provide assistance/support to BOD, staff, and volunteers as requested
  - Manage the site calendar to ensure different services are available to patrons in a friendly and responsive manner
2. Facilities Management
  - Maintain appearance and safety of site through use of professional vendors (cleaning and security)
  - Ensure equipment (HVAC, electrical, A/V, communications) onsite is operating in a safe and reliable manner
  - Manage any improvement/construction projects providers as required
3. Volunteer Management
  - Establish clear roles and responsibilities for volunteer support, and recruit and manage volunteer pool
  - Provide Board approved assistance to the volunteer councils/committees
  - Establish clear lines of communication with volunteer groups
4. Technology Management
  - Manage vendors for website development, social media, donation processing
  - Manage on-site AV/telecommunications as required



## **Knowledge, Skills, Experience, Compensation**

### **1. Knowledge/Education**

- Minimum of a Bachelor's Degree
- Excellent English oral and written skills
- Fluency in Arabic or other middle eastern languages a plus

### **2. Skills**

- Extremely effective organizational skills including attention to detail
- Ability to lead in a confident, yet humble and respectful manner
- Excellent interpersonal skills to interface with a very diverse community
- Superior analytical, problem solving, and decision making skills
- Superior stress and time management skills
- Ability to motivate and lead a team

### **3. Experience**

- Facilities or operational leadership with budgetary responsibility
- Managing construction/improvement projects on-time and on-budget
- Worked in non-profit or volunteer environments
- Work history of 10+ years

### **4. Compensation**

- Competitive compensation package (base, bonus, insurance,PTO)

### **5. Legal Status**

- Must be legal resident (green card holder) or citizen of the USA

### **6. Physical Location and Hours of Work**

- 27121 Towne Centre Dr, Lake Forest, CA
- Salaried leadership role of 40 hours per week. Monday through Friday full days, and Saturday half day. May need to be flexible depending on events