



Title: Director of Operations

Department: Executive

Reports To: Executive Director (CPO)

Employment Status: Exempt

MISSION STATEMENT

The Boys & Girls Club of Southwestern Oregon is dedicated to assisting all youth to achieve their fullest potential by enhancing their self-esteem, providing positive role models, and by helping them develop the qualities needed to become caring, productive, responsible citizens.

As an employee of the Boys & Girls Club you are a spokesperson for the Club and must promote the mission statement at all times.

PRIMARY FUNCTION

Oversees Club operations and programs with primary concern for program development and implementation; staff development; supervision of assigned staff; facilities; and budget management.

Qualifications and Job Skills:

- A college degree required/in related field preferred
- A minimum of five-years work experience in non-profit agency operations management and supervision, or an equivalent combination and education.
- Considerable knowledge of: the mission, objectives, policies, programs and procedures of Boys & Girls Clubs and the principles and practices of non-profit organizations.

- Demonstrated ability to organize, direct and coordinate operations; in personnel supervision, the recruitment and retention of key personnel; facilities management; and budget management.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Strong communication skills, both verbal and written.
- Group leadership skills, including an understanding of group dynamics and the ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.
- Excellent organizational and project management skills.
- CPR and First Aid certifications are required.

Essential Job Functions and Key Roles:

Leadership

1. Oversee the implementation and delivery of operations, programs, services and activities that facilitate achievement of Youth Development Outcomes.

Strategic Planning

2. 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, as appropriate.

Resource Management

3. Participate in the development, implementation and monitoring of the Club's annual budget, ensuring that Club-wide programs/activities are operated within established budgetary guidelines.
4. Recruit, select and manage assigned staff and volunteers, ensuring productive and effective performance. Provide ongoing feedback and regular appraisal; identify and support professional development opportunities.
5. Plan and implement a staff development and training program.
6. Oversees proper record keeping and reporting including activities and events conducted, breakdowns of daily participation figures, notable achievements and any problems /issues.

Marketing and Public Relations

7. Increase visibility of Club programs via posting of daily schedule, announcements of upcoming events and the dissemination of timely information for the development of advertising and promotion through mailings, fliers and media releases.
8. Assist in fundraising activities as needed.

ADDITIONAL RESPONSIBILITIES:

9. May oversee special programs via posting and/or events (i.e. Youth of the Year, Women in Science, Torch Club, Keystone) and/or participate in the implementation of other activities as necessary.
10. May be asked to serve on other Club committees, as well as, helping with Special Events.
11. May be required to drive Club van periodically.
12. May consult with parents concerning member issues.

RELATIONSHIPS:

13. **Internal:** Maintain close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain or interpret guidelines/instructions; instruct, and advise/counsel.
14. **External:** Maintain contact as needed with external community groups, schools, member's parents and other to assist in resolving problems.

Physical/Mental Requirements and Work Environment:

15. Demonstrated ability to maintain a high energy level, be comfortable performing multi-faceted projects in conjunction with day-to-day activities, speak clearly and hear the spoken word.

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive summary of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.