

OPERATIONS MANAGER	
REPORTS TO	CFDP Director
DEPARTMENT	Child and Family Development Programs
PROGRAM ASSIGNED	Head Start
LOCATION	Admin
SUPERVISORY	Yes, 0-10
FTE STATUS	100% 11 months
FLSA STATUS	Exempt
SCHEDULE	M-F, 8:00AM-4:30PM
SALARY RANGE	\$5717.00-\$9779.00 / Monthly

PRIMARY PURPOSE

The Operations Manager is to ensure the smooth and efficient day-to-day operations of the program, overseeing staff, facilities, and resources to support program goals and compliance with Head Start standards, ultimately aiming for positive child and family outcomes.

The Operations Manager will support the program during the hiring process working towards the goal of staff retention.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise Center Managers in collaboration with the Quality Assurance Specialist.
2. Provide training and technical support to center managers.
3. Responsible for supporting a site in the manager's absence.
4. Provide center managers with support and navigation for staffing and conflict resolution.
5. Oversee facility management, ensuring facilities are clean, safe, and well-maintained, working with Center Managers to schedule routine maintenance as well as schedule needed repairs.
6. Collaborate with Administrative Team for the implementation of program planning and training.
7. Oversee staff recruitment and retention.
8. Collaborate with the office specialist to ensure personnel vacancies are posted in a timely fashion.
9. Collaborates with leadership to establish an interview committee and ensures all proper documentation is provided.
10. Maintains and updates forms as needed for new hire packet.
11. Ensures all new hires have all required documents and state requirements.
12. Collaborates with center managers to ensure there is a plan for onboarding and supporting new hires.
13. Monitor to ensure all staff have current professional development plans annually.
14. Collaborate with center managers to ensure compliance with licensing regulations and Head Start Program Performance Standards.
15. Maintains full knowledge of program guidelines.
16. Monitor health and safety guidelines and ensure compliance with CACFP, licensing, Head Start Program Performance Standards, and all program policies and procedures.
17. Responsible for maintaining a tracking system to assure program policies and procedures are current and are updated on an ongoing/as needed basis.
18. Responsible for budget oversight for centers.
19. Oversee center inventory lists, manage program overstock and review purchase requests.

20. Maintain good working relationships with community agencies and individuals.
21. Work in a cooperative manner with all staff and program committees to ensure a team approach to the delivery of services to the families and children in Head Start.
22. Must maintain a working knowledge and implement program plans, policies, procedures and Head Start Program Performance Standards.
23. Fulfill requirements as a Mandatory reporter.
24. Other duties assigned.

OTHER DUTIES AND RESPONSIBILITIES

1. Be a respectful, cooperative, and reliable team member, consistently treating co-workers, families, and community partners with respect and dignity.
2. Contribute to the operation of the program by attending and participating in program staff meetings; and sharing information gained through attendance at required trainings, workshops, and consultations.
3. Support in the evaluation and planning of program goals and plans.
4. Maintain professional and collaborative relationships by supporting and implementing position related duties of program contracts, MOU's and interagency agreements.
5. Maintain professionalism in dress and manner: Arrive to work on time, ready to work and participate. Meet program timeframes, checking email daily as well as site specific communication systems.
6. Ensures and maintains strict confidentiality of all sensitive information.

Code of Conduct:

Perform all work in compliance with program plans, policies, Head Start Program Performance Standards, and CAT Codes of Conduct.

Confidentiality:

Respect and maintain program and client confidentiality policies regarding enrolled children and families, personnel issues, and other program operations as appropriate. Continuously ensure strict confidentiality of all sensitive information encountered while performing the duties of the position.

Training:

In consultation with supervisor, develop professional work goals and development plan, participating in training as requested.

JOB/BEHAVIORAL COMPETENCIES

1. Experience and education in adult's learning styles.
2. Experience and education in children's learning styles.
3. Evidence of organizational skills with attention to detail.
4. Must have a current pediatric and adult First Aid/ CPR cards.
5. Must have dependable transportation and/or valid driver's license and auto insurance.
6. Evidence of ability to work in a cooperative team manner, coordinate directly with members of management, able to follow directions and program rules and policies.
7. Must be on the Central Background Registry, pass a pre-employment drug screening and have completed a TB screen.
8. Must be willing and available to work flexible hours, occasional evenings or weekends; also, to include the ability to attend meetings and trainings that may require out-of-town travel and overnight stays.
9. Must have advanced/working knowledge and skills with computers including Microsoft Office, Adobe, Google Drive, etc. successfully navigating and using a computer.

10. Ability to work with families from a diverse population.
11. Ability to de-escalate situations effectively, and to problem solve efficiently and bring issues to resolution.
12. Ability to return to task quickly despite constant interruptions.
13. Ability to effectively communicate positively, respectfully, sensitively and confidentially in a professional manner with children, families, community partners and co-workers in both verbal and written format.
14. Ability to adhere to program rules and program requirements.

COACHABILITY - JOB DESCRIPTION ESSENTIAL FUNCTION

1. Complete designated job tasks, special projects and all other duties as assigned to meet team, department, and Community Action Team, Inc. goals, while working cooperatively, efficiently, and productively in a team environment.
2. Actively demonstrate high levels of employee engagement, accountability, coachability, and responsibility for personal performance and results.

COACHABILITY – JOB DESCRIPTION KNOWLEDGE, SKILLS ABILITIES

1. **Growth Oriented** - Seek out and approach training opportunities with active engagement and curiosity, while learning and exhibiting understanding of Community Action Team, Inc policies, protocols, and performance expectations. Demonstrate initiative to incorporate and implement learning principles from informal and formal training, as well as feedback from leaders and co-workers. Actively pursue professional development opportunities to add value to Community Action Team, Inc, including learning, adopting, and quickly adapting to new techniques and technologies used in the changing utility industry.
2. **Accountable** - Actively demonstrate accountability and responsibility for both work product results and the impact behaviors and decisions may have on the ability of others to do their jobs well. Work cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits.
3. **Coachable** - Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties. When issues of poor performance or negative behaviors are raised, incorporate feedback in a constructive manner that demonstrates understanding of the concern and an ability and willingness to achieve the required consistent and sustained improvement.

MINIMUM QUALIFICATIONS AND EXPERIENCE

1. Baccalaureate degree in psychology, social work science, Human Services, Child Development or related field, with experience working with at-risk children and families preferred OR a satisfactory equivalent combination, experience and training.
2. Considerable knowledge of child development, educational social emotional curriculum and development of child behavior plans.
3. Effective communication techniques with children and adults. Interventions to support the behavioral, social skill and executive functioning of children birth to age 5.

PREFERRED:

1. Master degree in a related field
2. Experience in Head Start

3. Bilingual skills preferred

PHYSICAL DEMAND

☐ Lifting	☐ Pulling	☒ Reaching	☒ Manipulating
☐ Carrying	☐ Pushing	☐ Shoveling	☒ Keying/typing
☐ Other (specify)			

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.			X	
Between 1 & 5 lbs.		X		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

☒ Sitting	☒ Standing	☒ Walking
☒ Stooping	☒ Bending	☐ Confined
☒ Other (kneeling)		

MENTAL OR VISUAL DEMAND

☐	Occasional mental and/or visual attention; the operation/task performed is either close to being automatic or the duties require attention only at long intervals.
☐	Frequent mental and/or visual attention; the flow of work is either intermittent or the process involves intermittent checking or interacting with others
☐	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor and respond to various situations.
☒	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
☐	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

WORKING CONDITIONS

☐ Dust	☐ Dirt	☐ Heat	☐ Cold
☐ Fumes	☐ Noise	☐ Vibration	☐ Water
☐ Other (specify)			

☒	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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☐	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
☐	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
☐	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
☐	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

ATTENDANCE

1. Typical schedule is Monday-Friday
2. Hours are generally 8:00 AM – 4:30 PM with occasional need for weekend or off-hours support for events, trainings, etc.

SAFETY

Compliance with regular safety guidelines is acceptable.

FLSA STATUS

Non-Exempt OR Exempt

CERTIFICATES/LICENSES

1. Food Handler's
2. Driver license
3. First Aid & CPR – Adult/Children

EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

☐ Executive/Senior Level Managers (1.1)	☐ First/Mid-Level Managers (1.2)	☐ Professional (2)	☐ Technician (3)
☐ Sales (4)	☐ Administrative Support Workers (5)	☐ Craft Worker (6)	☐ Operative (7)
☐ Laborer (8)	☐ Service Worker (9)		

SIGNATURES & DATES - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements.

NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability.

OPERATIONS MANAGER

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>