



**BOYS & GIRLS CLUBS  
OF AMERICA**

## **POSITION DESCRIPTION**

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**TITLE:** Director of Operations

**PERFORMANCE**

**PROFILE SOURCE:** Management Professional

**DEPARTMENT:** Programs

**REPORTS TO:** Chief Executive Officer

**FLSA STATUS:**  Exempt  Non-Exempt

**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.

**KEY ROLES (Essential Job Responsibilities):**

*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. Coordinate agency budget development; monitor and report variances in revenues and expenditures.
4. Manage administrative and operational processes, overseeing the maintenance and repair of buildings, equipment, and other facilities.
5. Manage performance of assigned staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
6. Plan and implement a staff development and training program.

## **Director of Operations**

### *Partnership Development*

7. Develop collaborative partnerships with other youth serving organizations, members, parents, families and community organizations.
8. Support Board Committees, as assigned.

### *Marketing and Public Relations*

9. Participate in activities to maintain good public relations for Club programs, services and activities.

## **ADDITIONAL RESPONSIBILITIES:**

1. May assist in the administration of restricted programs by overseeing program operations at each location; ensures the completion of required reports; and preparation of any required interagency reports.
2. May be responsible for managing human resources programs and systems including recruitment, employee relations, compensation and benefits, training and development.

## **RELATIONSHIPS:**

**Internal:** Maintains close contact with assigned staff to provide technical assistance in matters of programming and operations; interacts regularly with Chief Executive Officer and as assigned with the Board and its Committees.

**External:** Maintains contact with external community groups, schools, and others.

## **SKILLS/KNOWLEDGE REQUIRED:**

- Bachelor's degree from an accredited college or university.
- A minimum of five years 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.
- Demonstrated ability to organize, direct and coordinate operations; in personnel supervision, the recruitment and retention of key personnel; facilities management; and budget management.
- Strong communication skills, both verbal and written.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.

