



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.

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