

JOB DESCRIPTION

JOB TITLE: Director of Operations
DIVISION: Operations
DEPARTMENT: Operations
SUPERVISOR: Agency President

OFFICE LOCATION: Durham
SERVICE AREA: CH/Durham/Wake
CLASSIFICATION: Exempt
HOURS PER WEEK: 40

JOB SUMMARY:

Responsible for managing all facility-related operations on a day-to-day basis. This includes maintenance, safety and security of all locations, as well as lease negotiations and lease management. The position interfaces with both internal management and tenants/tenant representatives regarding space planning/utilization. Also responsible for risk management which includes agency insurance coverage.

DUTIES AND RESPONSIBILITIES:

- Schedule, plan and execute all repair and maintenance concerns for all locations, including plumbing, utility, landscaping, parking, janitorial and other service via outside vendors.
- Respond to facility-related requests on agency Ops-Req system.
- Develop/manage the Operations Division budget.
- Contribute to strategic planning, business development and/or program expansion activities.
- Protect agency staff, clients and assets by maintaining proper/adequate insurance coverage.
- Maintain and proactively manage compliance with Agency policies, as well as all federal, state and local codes/regulations.
- Coordinate and schedule inspections, including fire and security systems along with building services such as plumbing, electrical and elevator.
- Serve as the site Security Officer by managing the access control system and issuance of badges and keys.
- Serve as site Safety Officer by correcting unsafe conditions or practices, unlawful activities and activities which present unreasonable health and/or environmental risk to agency staff, clients, tenants and/or visitors.
- Serve as the site Fire Officer by maintaining the fire system and function as liaison with Fire Marshal and insurance carrier.
- Coordinate the maintenance and licensing of agency vehicles.
- Procure materials, supplies, equipment, and/or other services from outside sources via best practices (researching, comparison and recommendation based on pricing vs. services).
- Coordinate logistical support functions, such as telephone set ups, furniture, etc., for all staff at all locations.
- Actively participate in and facilitate the recruitment and training in the agency Emergency Response Team (ERT).
- Be an active representative for the agency at Franklin Square, a commercial office complex where CCSA owns two of the twelve buildings.
- Collect and process monthly usage reports for telephone, copier and postage operations.
- Treat information on CCSA clients, employees or Board members in a confidential manner.
- Perform other tasks, and/or participate in agency committees as assigned.

SPECIAL SKILLS:

- Effective oral and written communication skills with internal and external clients.
- Well organized, with attention to detail and accuracy, in performing multiple tasks with minimal supervision.
- Strong initiative/self-starter; dependability; punctuality.
- Be comfortable in working in both internal and external clients in all situations and under various degrees of stress.
- Work safely in accordance with regulations, standards, and procedures and in a manner that eliminates unreasonable risk to health and the environment.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to respond to common inquiries or complaints.
- Ability to effectively present information to top management, public groups, and/or groups.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's Degree with a minimum of 3 years Operations/Facility management experience.
- Master's Degree with at least 2 years Operations/Facility management experience.

SPECIAL WORKING REQUIREMENTS:

- An automobile at his/her disposal; a valid, non-suspended NC driver's license and a current automobile liability policy with continuous coverage. Reasonable accommodations may be made at agency's discretion.
- Must be able to manipulate and operate office supplies and equipment. Occasionally required to lift up to 35 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities.
- No substantiation or criminal conviction of child abuse or neglect.
- Requires schedule flexibility, including occasional evening and weekend work as well as 24/7 accessibility for emergency calls (fire, security).
- Requires driving and walking between multiple locations. Weekend or evening work as required.

- **Please submit resume and cover letter to hr@childcareservices.org**

SALARY RANGE: \$46,800 - \$70,200

Please note that both ranges reflect salaries for a full-time employee and must be adjusted for hours fewer than 40.