



**FOR YOUTH DEVELOPMENT<sup>®</sup>  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **JOB DESCRIPTION:**

Job Title: **Operations Director**

Reports to: CEO/Executive Director

The Operations Director will provide leadership and direction for the day-to-day processes and programming for the YMCA at ACRC. This position will help lead the development, implementation, and management of the departmental teams in making a positive impact on the health and development of the children and families within our community. Under the direction of the Executive Director, the Operations Director will provide leadership, strategic direction, and alignment for the organization.

## **QUALIFICATIONS:**

- Bachelor's degree in business, management, wellness, or related field, OR 5 years' related work experience.
- Minimum of 3 years in management and supervision.
- Demonstrated initiative and good judgment with ability to make decisions independently and in the absence of the Executive Director.
- Proven successful experience preparing, monitoring, and controlling operating budgets with focus on revenue growth.
- Highly developed organizational skills and ability to juggle multiple priorities.
- Experience in change management and leading a team.
- Excellent written and verbal communication skills.
- Strong customer service orientation, creative problem solving, interpersonal and diplomacy skills, collaborative work style, and team player.
- Ability to recruit, train and develop volunteers and staff.
- Knowledge of personal computer applications i.e. MS Office, MS Outlook, and ability to learn organizational specific platforms.

## **PREFERRED QUALIFICATIONS:**

- Ability to work a 40-hour week with irregular work hours including weekends.
- Ability to walk, stand, and sit (including on the floor) for long periods of time.
- Position may require bending, leaning, kneeling, and walking.
- Ability to speak concisely and effectively communicate.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.

## **ESSENTIAL FUNCTIONS:**

- Provide leadership, strategic direction, and alignment of programming with a focus on increasing participant involvement and member retention.
- Create, develop, implement, and monitor programs and services that serve the needs of members and program participants and ensure safe, clean, and responsive operations.
- Collaborate with community partners to provide impactful programming that improves

outcomes or fills a gap in community services.

- Develop and manage the annual budget and practice sound fiscal management to ensure effective operational efficiencies to control/reduce operational expenses.
- Hire, train, supervise and manage job performance for all direct reports and front line and key staff.
- Evaluate staff performance and provide learning opportunities to strengthen improvement areas.
- Ensure quality and safety within all departments and throughout the entire facility.
- Provide leadership support to board and volunteer committees, including financial development activities.

## **CAUSE DRIVEN LEADERSHIP COMPETENCIES**

*Mission Advancement:* Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

*Collaboration:* Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

*Operational Effectiveness:* Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

*Personal Growth:* Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

## **TO APPLY:**

**Qualified** applicants must email cover letter & resume to [info@ymcaatacrc.org](mailto:info@ymcaatacrc.org) in order to be an acceptable applicant.