

The Order of the Fisherman Ministry Head Start, Inc.

JOB DESCRIPTION

TITLE OF POSITION: Operations Manager

IMMEDIATE SUPERVISORS: Executive Director

FLSA Status: Non-exempt

GENERAL SUMMARY: The Operations Manager will assist with the agency's Early Childhood Education direct services and EHS-CCP programs. This work will include providing leadership and direction to the direct services and EHS-CCP partnering sites so that they can provide high quality comprehensive services to children and families in our early childhood education programming. The Operations Manager will demonstrate a commitment to early childhood education best practices, a clear understanding of Head Start performance Standards, licensing requirements and the ability to lead innovation and facilities maintenance and monitoring around safety.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree (BA) in Early Childhood Education/Child Development or a related field.
- Minimum five years of experience with early childhood education center management/leadership including mentoring and/or supervising staff, and experience with opening a new center, managing a renewal or managing an accreditation.
- Business management experience.
- Ability to lead a team.
- Prior Early Head Start/Head Start experience is preferred.
- Knowledge of state licensing rules and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Collaborate closely with the Executive Director to ensure quality oversight and effective monitoring of HS and EHS-CCP operations;
- Supervise content area managers/specialist as assigned;
- Conduct Annual Inventory at all EHS-CCP;
- Assist in ensuring facilities/equipment is appropriately maintained per State and Federal Regulations;
- Oversight of training facility set up including special events;
- Coordinate moving office furniture, fixtures and equipment within and between sites to support staff changes, relocations, remodels and program expansion;
- Within direct connection and communication with the Executive Director facilitate the resolution of conflicts and actively promote a cooperative team environment;
- Manage the implementation of early childhood programming for ECE Direct service and EHS-CCP site locations;

- Collaborate with TOFMHS for integrated services supporting children and families;
- Explore and research facility opportunities;
- Ensure HS direct services program have adequate staffing daily as in supporting the site leader;
- Participate, in conjunction with Human Resources specialist, in posting, interviewing, hiring, placement, onboarding, and offboarding of staff;
- Troubleshoot barriers and impediments to daily HS and EHS-CCP programming;
- Develop and implement, in conjunction with the Family Engagement Manager strategies to overcome barriers and ensure children's attendance;
- Provide regular on-going support for Site Leaders with site management, landlord relations, crisis management & prevention, supervisory support and other key topics;
- Maintain records and documentation for all contracts (tenant leases, facility lease, inter-agency agreements, construction projects etc.) and jobs, projects and equipment;
- Identify potential interruptions or challenges to providing high-quality programming daily and elevate those concerns to the Executive Director;
- Collaborate with CAO office regarding facilities and licensing;
- Ensure productivity and quality at the HS direct and EHS-CCP sites locations;
- Troubleshoot issue with in direct service and EHS-CCP and elevate those concerns to Executive Director;
- Develop strategies to utilize technology to streamline operations;
- Perform other duties as may be assigned.

LANGUAGE SKILLS:

- Ability to write reports, business correspondence and procedure police and/or manuals.
- Ability to effectively present information and respond to questions from staff, parents and community stakeholders.
- Ability to communicate with staff and parents with low literacy levels.

TECHNICAL SKILLS:

- Excellent knowledge of productivity applications such as Microsoft Office (Word, Excel, Publisher, Access, Outlook) and other technology to support efficient and effective office operation.
- Experience with databases utilized by Head Start programs, i.e. Child Plus, COPA, etc. (preferred)

INTERPERSONAL SKILLS:

- Ability to work independently with minimal management guidance.
- Ability to determine and prioritize demanding workload while being flexible to emergent/unplanned needs and situations.

- Significant decision making and problem solving in many areas including the allocation of resources to program components, supervisory issues, scheduling and provision of program services.
- Ability to handle highly stressful and sensitive situations in a professional manner.
- Ability to interpret and implement complex policies and regulations.
- Ability to work independently and maintain professional boundaries and confidentiality.
- Ability to exercise tact and discretion in all employee and vendor interactions.
- Strong organization and time management skills, ability to meet tight deadlines.
- Excellent oral and written communication skills.
- Possess excellent customer service and communication skills with a client-centered focus.
- Ability to build a positive rapport with others and to serve diverse communities.
- Establish and meet deadlines;
- Work with all members of the community regardless of race, gender, age and cultural or ethnic background;
- Work cooperatively with supervisors, colleagues and all agency staff;
- Accept supervision and demonstrate interest and willingness to continue his/her personal and professional growth and skill development;
- Demonstrate a commitment to the welfare of the children and families the program serves and to the delivery of quality services;
- Represent the agency in a professional manner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use of hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

E.E.O.C. STATEMENT

We are an equal opportunity employer. It is our policy not to discriminate in its employment and personnel practices because of a person's race, color, creed, religion, sex, national origin, age, height, weight, marital status, disability or any other basis protected by federal, state, or other applicable law.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) match
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance
- Professional Development
- EAP
- Mileage reimbursement

Regular Days of Operation:

- Monday to Friday

Ability to commute/relocate:

- Detroit, MI: Reliably commute or planning to relocate before starting work (Required)

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift