

Job Description

Job Title	Director of Operations		
Reports to:	Chief Operating Officer	Department:	Operations
Employee Type:	Full-Time	Classification:	Exempt
Supervisory Responsibilities:	TBD	Number of Employees:	TBD

Position Summary:	The Director of Operations, is responsible for all operational aspects of program execution, including but not limited to the Utility Assistance Center, Self Sufficiency programs and Social Enterprise. The Director of Operations shall be responsible for providing the best customer experience and adhering to all program and organizational protocols. Assists in developing the operational objectives that best support the mission and long-range goals of the organization.
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Essential Functions

- Partners with leadership team to set the organization's annual strategic goals
- Responsible for overall management of operational key performance indicators to ensure organizational and programmatic objectives will be achieved
- Ensure site operations are functioning effectively and in accordance with rules and regulations of each grant, while meeting established goals
- In partnership with HR, recruit, hire, manage and provide career development opportunities for operational staff and volunteers
- In collaboration with Program leadership, responsible for developing staff training needed for successful program execution
- Maintains and improves operations by monitoring process performance; identifying and resolving systematic issues; completing system audits and analyses; managing process improvement; and working with program and administration teams on quality assurance
- Prepares performance reports by collecting, analyzing, and summarizing data and trends
- Directs and monitors adequate staffing levels to meet quality and budget standards
- Assists the department managers in the development and administration of policies, plans, programs, procedures, and grant applications that further THAW's strategic and programmatic goals

Knowledge

- Knowledge and understanding of the principles and practices of non-profit organizations
- Knowledge and understanding of call center operations, a plus
- High-level knowledge of customer database systems

Skills and Abilities

- Demonstrated ability to successfully lead a team that includes diverse backgrounds and skill levels
- Strong project management skills
- Possess a sense of urgency, individual responsibility, and ability to work effectively with changing priorities
- Adhere to high ethical standards, function effectively as a team player, and lead others to do the same
- Demonstrated analytical, problem solving, and operations management skills required
- Understands and applies fiscally sound budgetary principles; meets financial goals
- Excellent written and verbal communication skills required
- Strong interpersonal and leadership skills
- Ability to multi-task

Experience

- • Minimum 5 years of leadership experience in an environment with a span of control of at least 15 employees.
- Minimum 3 years of nonprofit is preferred
- Call Center experience, a plus
- Experience with MS Office (Word, Excel, PowerPoint, Outlook)

Education – Required

Bachelor's Degree in Accounting, Business Administration or a related field or an equivalent combination of education and experience

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