

Operations Director

Supervisory Responsibilities: Administrative Services Assistant

Essential Functions

Finances

- With President/CEO, prepares and monitors annual budget and presents it to Finance Committee and Board of Directors for approval.
- Prepares monthly Financial reports for all accounts and coordinates monthly Finance Committee meetings, including member attendance and participation, agenda, meeting notes, and annual tasks; attend monthly Board of Directors meetings to present reports, and provide support for annual audit.
- Oversees accounts payable and receivable, including outstanding invoices and pledges.

Human Resources

- Ensures personnel files and policies are compliant with legal and business standards and all job descriptions are current and accurate, maintaining all applicable employment forms.
- Maintains employee payroll records and oversees benefits and withholdings, including preparing and submitting biweekly payroll, processing 403B contributions, and employee benefits (including regular review and recommendation).
- Creates and ensures supervisors implement annual Performance Appraisal Program, including personal development plans, performance improvement plans as necessary, and merit-based recognition.
- Creates and oversees employee onboarding orientation and training.
- Nurtures and supports all staff members and the general culture of the Center through regular trainings and by being accessible and approachable.
- Assists in investigation of any employee grievances or incidents.
- Leads or co-leads Center's work in global capacity building, providing training opportunities.
- Establishes and maintains cooperative and supportive working relationships with members of direct team and the multidisciplinary team as a whole.

Building Management and Administrative

- Oversees repair and maintenance of building and equipment for 2855 Michigan location, including approving general expenses, scheduling regular maintenance, and management of contracts.
- With President/CEO, Leadership Team, and relevant committees of the Board, writes, maintains, and ensures annual review of all written policies, procedures, and protocols of the agency.
- Maintains all reporting and ongoing requirements related to 2855 Michigan location LEED certification.
- Facilitates operational needs and grant-related cost reimbursements for Cherry Health satellite location.
- Works with President/CEO on exploration of North Kent Substation Satellite project. Oversees facilitates building/operational aspects of project.
- With President/CEO and direct services supervisors, writes and reports on state and federal grants.
- Oversees agency's Risk Management and Critical Incident Response plans, reviewing regularly.
- Supervises Administrative Services Assistant.

Educational Requirements and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree from an accredited agency or similar job experience in relevant area.
- Minimum five (5) years' experience in business management, budgeting, and/or human resource management.
- Ability to engage with and provide support for staff members with diverse ages, races, ethnicities, and socio-economic backgrounds.
- Proficiency in internet and Microsoft Office platform, especially Microsoft Excel. Experience with QuickBooks Online preferred.