

River Valley Child Development Services

Providing quality services and support to children, families, and the early childhood community.



Job Description

Title: Director of Operations

Program: Administration

Project/Unit: N/A

Service Area: N/A

Worksite: 611 7th Avenue Huntington, WV 25701

Travel: Up to 10%, statewide

Reports to: Board of Directors

Direct Reports: N/A

FLSA Status: Exempt

RVCDS Classification: Full-Time

Scheduled Hours/Week: 40

Scheduled Months/Year: 12

Overtime: N/A

Management Level: Executive

Provisional Period: 6 months

Effective Date: 7/1/2022

Position Summary

Under the direction of the Executive Director, serve as a high-level strategic and operational leader of the agency's business operations and ensure effective operational procedures are in place and serve as a member of the agency's executive management team.

Position Functions and Duties

Essential Functions

- Develop, implement, and oversee the agency operational plan that is compliant with local, state, and federal regulations and laws that govern business operations.
- Develop and implement procedures to streamline inefficient areas in the agency.
- Deliver training and support to agency staff on the implementation of operational procedures.
- Serve as an authorized signer for agency documents.
- Oversee agency technology in collaboration with the information technology managed services vendor.

Marginal Functions

- Assist with the review of contracts, reports, and grant agreements.
- Manage general office operations.
- Develop agency forms and guidance documents.
- Any other duties as assigned.

Position Qualifications

Knowledge

- Agency policies, procedures, and practices.
- Business and management principles, including strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- Federal, state, and local laws, legal codes, regulations, and guidelines related to non-profits and agency programs.
- Microsoft 365 products.
- WV Non-Profit Association principles and practices.

Skills

- Analytical
- Communication
- Critical Thinking
- Management
- Organizational
- Technology

Created Date: 4/2022

Review Date:

Revised Date:

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Job Description

Abilities

The employee must be able to:

- Be resourceful by finding, reading, interpreting, and utilizing information.
- Build and foster respectful relationships.
- Coach and develop others to help them grow and succeed.
- Communicate effectively to internal and external customers.
- Develop, implement, and measure plans, objectives, and outcomes.
- Examine data and reliable information to understand issues, draw conclusions, and solve problems.
- Locate, read, interpret, and utilize information.
- Pay attention to detail.
- Plan and manage work, duties, and responsibilities.
- Recognize and maintain confidential information.
- Support and promote the agency's mission, vision, and values to accomplish program goals.
- Think critically and make effective decisions.
- Update and utilize relevant knowledge.
- Utilize technology to enter, retrieve and process information, and communicate electronically.
- Value diversity and inclusion.
- Work independently and in a team environment.

Education

- **Preferred:** Master's Degree in Business Management or Human Services
- **Minimum:** Bachelor's Degree in Business Management or Human Services
- **Waiver Option:** N/A

Experience

- **Preferred:** 10+ years with managing non-profit operations or non-profit program management
- **Minimum:** 8-10 years with managing non-profit operations or non-profit program management
- **Waiver Option:** N/A

Employment Conditions

Required Certificates, Certifications, Licenses, and/or Trainings

- Valid driver's license, vehicle insurance and registration - post-hire

Work Environment and Physical Demands

Work is primarily performed indoors in an office setting with prolonged sitting at a desk and a high frequency of viewing a computer screen and keyboard typing. The noise level in the work environment is usually quiet. Eligible for work-from-home benefit up to two days per week. Frequent face-to-face, electronic, and virtual interactions with internal and external customers. May have to lift and move general office supplies, such as files and boxes of paper.

Background Check and other Screenings

- Drug screening – pre-hire
- Background check – post-hire
- Driving record check – post-hire

Pay Scale

- BA: \$81,000
- BA+15: \$82,000
- MA: \$83,000
- MA+15: \$84,000
- MA+30: \$85,000

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Job Description

Disclaimers and Statements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Qualified individuals with disabilities may be granted reasonable accommodations to enable them to perform the essential functions.

RVCDS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

RVCDS has reviewed this job description to ensure that essential functions and marginal duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position as described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and RVCDS reserves the right to change this job description and/or assign tasks for the employee to perform, as RVCDS may deem appropriate.