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## JOB ANNOUNCEMENT

**JOB TITLE:** Director of Operations

**DATE WRITTEN:** January 2023

**FUNCTIONAL AREA:** Administration

**DATE APPROVED:** February 2023

**REPORTS TO:** Chief Financial Officer

**PREPARED BY:** Chief Executive Officer

**GRADE:** Full time - Exempt

**SALARY:** DOE

### **POSITION SUMMARY:**

The Director of Operations is a senior level team member responsible for managing the daily operational success of the organization and oversees the human resource systems. They will enhance the operational procedures, systems and processes for the organization. The DOO will assist in the management of the organization's infrastructure activities, logistics and operations to ensure compliance by monitoring, assessing, and controlling internal processes and implementing new strategies to improve efficiency and communication. The DOO will streamline processes and look for efficiencies in systems. The DOO will manage employee relations, recruiting, onboarding procedures, and implement strategies that support the organizations growth and promote an enjoyable organizational culture.

### **MAJOR FUNCTIONS:**

- Oversight of all administrative functions ensuring efficacy of organization's infrastructure
- Informs CEO of day-to-day operations and maintains a continuous line of communication for all critical issues and may respond on behalf of the CEO as necessary.
- Create and maintain standard operating procedures for all organizational operations
- Participate in strategic and technical planning to meet the organization's objectives
- Lead point of contact for external contracts to include IT, phone, internet, copier services, insurances, and Administrator of electronic software accounts (DocuSign, Zoom etc.)
- Controls and maintains the Center's inventory including electronic equipment and supplies.
- Research and vets' vendors and systems for large Center purchases and maintains a vendor relations log
- Serves as the lead facilities/property operations liaison and facilitates internal communications.
- Manage large Center community events such as food drives, technical assistance drives, and other projects
- Oversee research of demographic, economic and other factors affecting the organization's target audience
- Oversee the implementation process of recruitment, hiring, training and new team member onboarding procedures
- Responsible for maintaining and monitoring the PIC Personnel Policy and Procedures Manual including periodic review of contents to assure compliance with applicable laws, rules and regulations.
- Oversight of continued maintenance of employee benefits, wage and salary, insurance programs, health and safety, labor relations, labor laws and safety.
- Work with management to develop key performance measurements, to ensure consistent, high-quality goal setting, accountability, oversight and evaluation for all employees.
- Responsible for employee relations matters including grievances, disciplinary procedures etc.
- Required to maintain and comply with federal confidentiality laws

## Job Description: Director of Operations

- Supervises the Support Services Manager and Training Coordinator
- Other duties as assigned

### **MINIMUM QUALIFICATIONS:**

This is an extraordinary opportunity for an individual with high level team management experience to grow and further develop proven programs. The successful candidate will work collaboratively with the CEO, CFO and a high-performing management team. Specific requirements include:

- Bachelor's Degree/Master's Degree (preferred) in Business Administration and/or related fields plus four-six years of effective management experience or any equivalent combination of education and experience
- Strength in supervision, hiring, recruiting, managing, developing, coaching and maintaining teams, motivating and empowering to elevate levels of performance
- A commitment to understanding of American Indian issues and the service areas of workforce development, language/culture revitalization, substance abuse prevention and youth services is a must
- Proficient in technological databases as a management and reporting tool
- Strength in human resource systems and organizational performance
- Excellent verbal and written communication skills with exceptional attention to details
- Demonstrated commitment of integrity, credibility and passion for serving the community
- Experience in a senior management role, partnering with executive staff, resulting in the development and implementation of creative effective organizational and programmatic strategies
- Significant experience in or knowledge of non-profit programs and systems including human resource support, management, compliance, and reporting
- Excellent analytical and abstract reasoning skills, problem solving plus excellent organization skills.
- Excellent communication skills – written and oral and MS Office skills
- Experience in working with the American Indian population preferred

### **WORK EXPERIENCE/SKILLS REQUIREMENT:**

The Director of Operations must be a well-seasoned and mature leader with a strong ability motivate, coordinate, lead and advise senior staff. They will have combination of six to ten years high level management experience, be ideally organized around managing systems and programs of a complex organization with a strong ability to motivate, manage and advise managers on program implementation activities. They will also have knowledge of budget management, skilled in grants management, evaluation, and leading results-oriented activity. They will also have a strong ability to assess and streamline functions for a complex nonprofit with multiple funding sources to include government (federal and state contracts), foundation and programs including workforce development, substance abuse prevention, language and culture revitalization and youth programs.

### **PREFERENCE:**

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference a copy of tribal affiliation must be submitted with a full application packet. A full application packet consists of letter of application, resume and supplemental information form.

### **All staff requirement(s):**

- Must have at time of hire or be able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card *within 90 days of employment*
- Must have dependable transportation, valid driver's license if operating a vehicle and must have automobile insurance coverage in compliance with the organization's requirements
- Must be available to work evenings and weekends

Job Description: Director of Operations

**SUBMIT CURRENT APPLICATION PACKET TO INCLUDE:**

Note: a complete Application Packet includes (1) cover letter, (2) resume (3) supplemental information form (access this form at [www.phxindcenter.org](http://www.phxindcenter.org) website)

Via Email: [info@phxindcenter.org](mailto:info@phxindcenter.org)

Mail Service:

PHOENIX INDIAN CENTER, INC. - Personnel

4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012

PH: 602-264-6768 | FAX: 602-237-6953

[www.phxindcenter.org](http://www.phxindcenter.org) Click on Contact Us

NOTE: Supplemental Information Form can be found at [www.phxindcenter.org/employment/](http://www.phxindcenter.org/employment/)