Dear Applicant,

The Hub…on Smith is accepting applications for the position of Director of Operations to lead and oversee the organization’s diverse community-based programs and services. The Director of Operations will join the Leadership Team and work with the Program Directors to assure that services are being delivered according to the organization’s mission, purpose, and values. We are looking for a dynamic and experienced professional willing to learn the workings of established programs while evaluating the need to develop new strategies to meet the changing needs of the people we serve. If you have a passion for leading a team of committed people working to make Sheridan a wonderful place for people of all ages to live, please consider applying for this rewarding and important position.

This is a full-time exempt position with benefits and a starting salary range of $55,000 to $60,000.

Attached you will find a complete job description. Please submit your application - including three work related references, resume and cover letter to my attention at 211 Smith Street, Sheridan, WY 82801. Applications will be accepted until the position is filled.

The Hub… on Smith is an equal opportunity provider, an equal employment opportunity and “At Will” employer. Candidates will be notified by phone if an interview is desired. Thank you for your interest in this position.

Warm Regards,
Sheree Childers-Cossel
Director of Human Resources
Job Title: Director of Operations

Supervisor: Executive Director

First Team: Executive Director, Director of Finance, Development and Human Resources

Job Summary:
The Director of Operations (DOO) will oversee the service areas of the organization, ensuring that they are managed and performing efficiently and effectively. The DOO will be part of the Leadership Team and will assure that services are being delivered according to the organization’s mission, purpose, and values and that the facilities in which these services occur are maintained with high standards. Service areas include the Support Center, a licensed home health agency, public transportation, a licensed food service program, fun and wellness program, and a licensed adult day care. The DOO will report directly to the Executive Director.

Human Resource Responsibilities:
- Provides leadership and oversight in the hiring and training of program directors
- Oversees the work and activities of program directors and the services they manage
- Conducts performance evaluations that are timely and constructive
- Provides leadership and oversight in performance improvement and coaching plans
- In collaboration with Human Resources makes decisions in accordance with employee handbook and organizational policy

Duties/Responsibilities:
- According to the organization’s strategic plan, establishes quantitative and qualitative metrics, guidelines, and standards by which program area’s efficiency and effectiveness can be evaluated; identifies opportunities for improvement
- Oversees customer satisfaction and service delivery, ensuring each program area is reaching goals identified in the strategic plan and in accordance with our cultural values
- Reviews, analyzes, and evaluates policies and procedures. Implements policies and procedures that will improve day-to-day operations
- Works with a variety of staff to oversee, write and monitors federal and state grants.
• Is familiar with rules, standards and agreements involved with funding sources and grantees that support services
• Ensures staffing patterns and work environments are clean, adequate, and safe
• Plans, directs, evaluates, monitors, and forecasts budgets including revenues and expenses in each program area to achieve financial objectives
• Communicates new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale
• Leads coordination and integration of efforts among program and service areas, development, human resources, and finance to create smooth efficient workflow and cost-effective business processes
• Evaluates gaps in services and opportunities for service development to meet needs or improve the quality of services for older adults and their families.
• Stays abreast of current trends and innovation in the field of aging
• Projects a positive image of the organization to employees, customers, industry, and community
• Performs other related duties as assigned

Required Skills/Abilities:
• An understanding of practices, theories, and policies involved in Leadership, Human Resources, Organizational Management and Business
• Understanding and passion for the value of community-based services in the field of aging
• Superior verbal, written communication, and interpersonal skills
• Superior managerial and diplomacy skills
• Extremely proficient in Microsoft Office Suite and ability to learn new software platforms
• Excellent planning and organizational skills and attention to detail
• Excellent analytical, decision-making, and problem-solving skills

Education and Experience:
• Four-year degree in a related field – i.e. business, non-profit leadership and management, human resources
• Extensive and diversified background with at least 5 years of related experience
Physical Requirements:
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Note: Nothing in this job description restricts management’s right to assign or realign duties and responsibilities to this job at any time.

Senior Citizens Council is an equal employment opportunity employer