

Operations Manager

REPORTS TO: Operations Director

FLSA STATUS: Exempt

STATUS: Full Time

SAFETY SENSITIVE: Yes

Job Summary:

Responsible for supervising the daily operations, including but not limited to: operation, analysis, data integrity and ongoing compliance of the program quality, facility maintenance and site supervision.

Essential Functions:

The Operation Manager will ultimately be evaluated on a combination of skills, dispositions and behaviors, some of which are related to the specific service area of this position and others that represent general expectations of all our agency employees.

The Operations Manager's responsibilities chiefly fall within the following essential functions, although s/he may perform other tasks and/or duties as assigned. The Operations Manager will demonstrate competency to perform essential functions that include:

- Develop quality program policies and procedures, and ensure that facilities, materials, and equipment comply with all local, state, and federal codes, and Head Start Program Performance Standards.
- Maintain professional relationship with agencies and service providers in the community.
- Maintain awareness of current best practices, professional information, and search for alternative funding and programs/services that support PGCCS.
- Oversee the data integrity for the Agency.
- Oversee, develop, analyze, and monitor all Program Data and Reports and Program Information Report (PIR) data.
- Establish comprehensive and time-sensitive recordkeeping systems to monitor program quality, individual child records, documentation, self-assessment and delivery of services.
- Develop and maintain site calendars to ensure hours and days are met according to HSPPS requirements.
- Provide appropriate feedback to Operations Director and Department Managers.
- Oversee Site maintenance and prepare and maintain an approved vendor list.
- Provide technology training and technical assistance.
- Provide workshops/trainings in all content areas services that meet HSPPS and BCCL requirements to staff, families, and community members.
- Communicate effectively with co-workers, community members, service providers, and outside agencies
- Attend and/or facilitate meetings and participate in Advisory Committees and other agency committees.
- Maintain awareness of current best practices, professional information, and search for alternative funding and programs/services that support PGCCS.
- Meet deadlines, maintain confidentiality, respond to requests in a timely manner, seek professional development opportunities, observe work schedule, and maintain attendance per agency guidelines.
- Responsible for the supervision of Program Quality Specialists and Regional Site Specialists which includes recommending areas of improvement, promoting training, administering performance evaluations, providing positive and constructive feedback, facilitating conflict resolution, and assisting in the hiring, suspending, recalling, and discharging of employees.

Minimum Requirements:

- Bachelor's degree in ECE or related field. Master's Degree preferred. All education must be from an accredited institution.
- Five years qualifying experience managing /supervising personnel.
- Two years; supervising committees, and workgroups, budget management and grant/proposal/contract writing.
- Possess advanced computer skills.
- Arizona's driver's license, proof of insurance, fingerprint card, and Social Security card, and as needed

provide a vehicle for program business.

- Health Questionnaire is required at hire and will be updated every 3 years.
- Employee must be able to speak, read, write, and understand English.

Knowledge, Skills, and Abilities:

- Demonstrate knowledge of Adult Learning Styles.
- Knowledge in Arizona Department of Health Services, Bureau of Child Care Licensure, Principles, theories, best practices and current trends in ECE, Head Start Program Performance Standards, Adult Learning Styles, Cultural, Ethnic Diversity and Family Dynamics.
- Familiar with community resources throughout Pinal and Gila counties.
- Knowledgeable in monitoring procedures, supervision, and legal requirements.
- Excellent oral and written communications, communicate in a professional manner with internal and external customers.
- Demonstrate high reading and writing skills; high mathematical skills; and high reasoning ability.
- Work collaboratively under critical time frames and work with complex and sensitive information, and functions as an effective team member to build productive, collaborative relationships and to achieve program goals and objectives.
- Demonstrate the understanding of CPS reporting system, signs and symptoms of child abuse and neglect.

Physical Requirements:

Able to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, sit, stand, kneel, crouch, crawl, reach, lift, carry, push, pull or otherwise move objects up to 10 lbs., and occasionally lift and/or move up to 25 pounds.

Working Conditions:

Work is performed in a classroom/office setting where minimal exposure to injury exists. Hours of work will generally be during regular business hours and average at least 40 hrs per week. There will be work variations in work hours due to employee special projects, deadlines, and other concerns. PGCCS employees have the possibility of exposure to blood or other potentially infectious materials through collateral duty to their routine work assignments, such as rendering first aid if need arises, and seldom exposure to vibration, toxic conditions, odors, dust, mold and poor ventilation.

Acknowledgements:

This job description describes the general nature and level of work performed. The employee may be required to perform other job-related duties. All requirements are subject to change over time. I am fully qualified for this position, and can perform the duties as described. I understand that PGCCS is an Affirmative Action/EEO/At-Will Employer and that PGCCS reserves the right to revise this job description as necessary.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Employee Signature

Date