



FAMILY HOUSE

JOB DESCRIPTION

POSITION:	Assistant Director of Operations
STATUS:	Full Time, Exempt
REPORTS TO:	Director of Finance and Operations
SALARY RANGE:	\$55,000-\$60,000 annually
BENEFITS:	Full benefit package, including medical, vision and dental insurance (employer pays 75% of premium); life insurance and long-term disability; vacation, personal, holiday and sick benefits; free parking; voluntary participation in the Family House 403 (b) retirement plan with 6% matching.

GENERAL SUMMARY

The Assistant Director of Operations provides support services across the entire organization including Human Resources, Finance, Information Technology, and Operations, under the direction of the Director of Finance and Operations. The Assistant Director of Finance and Operations supervises the part time Data Entry Specialist.

RESPONSIBILITIES:

Human Resources

- Develop and promote full cycle employee relations (recruitment, orientation, training, problem resolution, performance management process, benefit administration, scheduling, exits, etc.)
- Ensure excellence in employee engagement; monitor employee satisfaction
- Employee benefits administration
- Maintain benefit eligibility information and ensure timely communications
- Drive the development and execution of Human Resources policies
- Support Morale and Motivation Committee
- Maintain and manage current/archive/proposed job descriptions and organizational charts
- Establish and maintain quality documentation and filing processes

Finance

- Process biweekly payroll using a third party service (currently ADP)
- Supervise the Data Entry Specialist including overseeing the Accounts Payable process in collaboration with Development department
- Prepare, deposit and enter deposits into accounting system (currently SAGE 100)
- Support implementation of efficient accounting policies and practices

Information Technology

- Manage IT platform and databases/software programs
- Provide single point of contact IT support throughout the organization
- Provide both formal and informal computer training and support to staff including user-friendly software updates and orienting new hires to system and access
- Drive effective and efficient database/software implementation

Operations

- Provide organization wide support for internal reporting
- Ensure accurate and timely reporting of critical business indicators
- Produce custom reporting when necessary for critical operations
- Provide guest data and survey results to executive management team
- Maintain operational awareness and act as House Manager when needed for emergency coverage

Other Duties

- Maintain an awareness of FH Guest Services Standards and applies them when the opportunities arise
- Lead special projects as requested by executive management team
- Support organizational goals, events, and other efforts

SPECIAL SKILLS AND ABILITIES REQUIRED:

- Interpersonal skills to effectively communicate with people of varying levels of ability and emotional stress. Ability to meet people easily and relate to them in an open, compassionate and sincere manner. Ability to communicate with a wide range of individuals both orally and in writing.
- Proficient in using various software packages in order to compile statistics, develop reports and produce other formal documents. Must be experienced with business writing standards and proper use of grammar and vocabulary.
- Possess ability to organize and manage work efficiently and consistently; and must be able to keep objective and well organized records.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED:

- Bachelor's degree and/or equivalent level of knowledge required.
- 5-8 years prior experience in nonprofit, health and human services preferred.
- Knowledge of basic accounting and accounting software.
- A working knowledge of Microsoft Excel required.
- Detail oriented with the ability to multi task and set priorities.

PHYSICAL REQUIREMENTS:

- Must be able to tolerate long periods of time sitting and working in front of a computer screen.
- Must be able to communicate in a professional and understandable way in person, via email, and with callers.
- Must have motor coordination and manual dexterity to use standard office equipment and to install, remove and maintain computer and phone equipment.
- Must be able to position oneself (e.g. stoop, kneel, crouch, reach) in order to install, remove and maintain electronic equipment.
- Must possess a valid driver's license and the ability to transport self and materials to various locations in order to transact business and/or complete required job tasks.
- Must be able to lift, carry, and/or transport up to 10 pounds and occasionally up to 25 pounds.

NOTE: The above statements are intended to describe the general nature and level of the work being performed by people assigned this position. This is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position.