



**WALTHAM  
BOYS & GIRLS CLUB**

## **POSITION DESCRIPTION**

**TITLE:** Director of Operations

**PROFILE SOURCE:** Management Professional

**REPORTS TO:** Executive Director

**STATUS:** Exempt

### **PRIMARY FUNCTION:**

Oversees Club operations and programs with primary concern for program development and implementation, staff development, supervision of assigned staff, departmental budget management, and resource development support.

### **KEY ROLES (Essential Job Responsibilities):**

#### ***Leadership***

- Directly supervise a team of staff and oversee the implementation and delivery of operations, programs, services and activities that facilitate achievement of Youth Development Outcomes.
- Lead the recruiting, training, retention, and development of program staff.

#### ***Strategic Planning***

- Oversee the identification and evaluation of opportunities to improve program effectiveness on the basis of participation and achievement of stated goals; recommends modifications to improve program performance, as appropriate.

#### ***Resource Management***

- Coordinate departmental budget development; monitor and report variances in revenues and expenditures.
- Manage performance of assigned staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
- Plan and implement a staff development and training program.
- Oversee performance management system including recruitment, employee relations, training and development.
- Support Board Committees, as assigned.
- Prepare program reports according to grant requirements

## **RELATIONSHIPS:**

**Internal:** Maintains close contact with assigned staff to provide technical assistance in matters of programming and operations; interacts regularly with Executive Director and as assigned with the Board and its Committees.

**External:** Maintains contact with external community groups, schools, and others.

## **SKILLS/KNOWLEDGE/REQUIREMENTS:**

- Bachelor's degree from an accredited college or university.
- A minimum of five years work experience in non-profit agency operations management and supervision, or an equivalent combination of experience and education.
- Considerable knowledge of the principles and practices of non-profit organizations.
- Demonstrated ability to organize, direct and coordinate operations
- Demonstrated success the recruitment, supervision, and retention of staff
- Strong communication skills, both verbal and written.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.
- Strong leadership, communication, and management skills

## **ENVIRONMENTAL and WORKING CONDITIONS:**

All work is conducted in a Club setting, indoors, and outdoors. Limited travel is required.

## **DISCLAIMER:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.