

Director of Operations

Full-time with benefits, exempt status, on-site

Salary: 78,534 - \$101,750, DOQ

Grey Bears is a 501(c)(3) nonprofit community-based organization that promotes nutrition, activity and social connection as the perfect recipe for healthy aging. We deliver more than 2 million pounds of healthy food and provide other services to aging adults throughout Santa Cruz County each year. To support our programmatic work, we manage a variety of business enterprises focused on reuse and recycling. Grey Bears is supported by a volunteer workforce of more than 500 and significant in-kind and public support.

We are looking for an experienced **Operations professional** to organize and oversee day-to-day operations of the campus, putting workflows into place to ensure all members of the team have what they need to succeed. This role is responsible for ensuring Grey Bears is well-coordinated and productive by managing its procedures, systems, facilities and people to maximize achievement of our key mission to provide food to seniors and other vulnerable populations.

Reporting to the Executive Director, the Director of Operations oversees and directs certain functions for the organization, including information technology, human resources, facilities and grounds, safety and security, thrift stores, recycling and reuse, purchasing and administrative, and coordinates with the Healthy Food Program director, ensuring programs and functions are managed and perform efficiently and effectively. The incumbent will work with program department heads to develop and oversee management of department budgets and participate as a member of the full senior leadership team in the development and implementation of organization-wide policies and programs that contribute to Grey Bears overall success.

The area of responsibility for this role is very wide and thus requires the ability to learn diverse business components. The ideal candidate will have senior management experience in a dynamic setting. The role requires outstanding organizational, communication, and leadership skills and an ability to develop innovative solutions that push existing boundaries. As a key member of the senior management team, we seek a confident leader who can discover and implement the most efficient and effective ways to run the organization, and simply put, take charge of getting things done.

General Duties and Responsibilities

- Analyze internal operations and develop and implement strategies, procedures, and operation plans needed to drive efficiencies that enhance sustained organizational growth
- Review, analyze, and evaluate business procedures
- Implements policies and procedures that will improve day-to-day operations
- Ensures work environments are adequate and safe
- Oversees major program departments, ensuring each is reaching goals set by the executive director and board of directors
- Review financial information and support departments in developing and implementing balanced budgets
- Build and maintain trusting relationships with program directors and managers

- Improves customer service and volunteer satisfaction through policy and procedural changes
- Projects a positive image of the organization to employees, customers, industry, and community
- Coordinate with executive director to make decisions for operational activities and implement the Board of Director's stated strategic goals
- Plan and monitor the day-to-day running of business to ensure smooth progress
- Evaluate regularly the efficiency and effectiveness of business procedures according to organizational objectives and apply improvements
- Oversee customer support processes and organize them to enhance customer satisfaction
- Revise and/or formulate policies and promote their implementation
- Evaluate overall performance by gathering, analyzing and interpreting data and metrics and preparing for Executive Director and Board review; identifies opportunities for improvement
- Draw on relationships with department heads, external partners, and vendors to make decisions regarding operational activity and strategic goals
- Analyze current operational processes and performance, recommending solutions for improvement where necessary
- Develop, implement, and monitor day-to-day operational systems and processes to provide visibility into the goals, progress, and obstacles of key initiatives
- Plan, monitor, and analyze key metrics for day-to-day operations to ensure efficient and timely completion of tasks
- Devise strategies for ensuring the growth of programs organization-wide, and implement process improvements to maximize output and minimize costs
- Adhere to the organization's policies and standards, and ensure that laws and regulations are followed
- Define, implement and revise operational policies and guidelines for the organization
- Under direction of the executive director and in coordination with appropriate department heads, develop and execute new program and improvement directives
- Liaise with department heads to develop financial plans and ensure company-wide operational compliance
- Assist with development of administrative policies and procedures
- Make and implement recommendations on continuous improvement of processes
- Performs other duties as assigned

Facilities Management

- Assess facilities for a variety of factors and recommend improvements or corrections, including cost, in coordination with executive director and accounting manager on budget and revenue sources
- Manage facilities specialist to ensure facilities are maintained in a manner that meets at least basic standards for health and safety
- Oversee and recommend implementation of capital and maintenance improvements, including for department facilities outside direct program area, i.e. Healthy Food Program, administrative functions

Human Resources

- Manage human resources professional and/or contractor to support full employee life cycle,

- Oversee Human Resources efforts with integrity and to establish and maintain a trusting, inclusive and productive work environment
- Assist HR and department managers with job description assessment and hiring process
- Ensure effective procedures and standards for recruiting, onboarding, professional development, performance management, and retention
- Ensure compliance with local, state and federal laws
- Assess, and develop Grey Bears human resource policies
- Assess options, implement and maintain human resources information system to streamline collection and storage of and access to employee data
- Develop and implement employee engagement opportunities

Systems & Services Procurement

- Manage procurement processes and purchase items based on best price commensurate with quality and need
- Coordinate material and resources allocation
- Develop and manage contracts, contractors, vendors and associated contracts and agreements
- Manage relationships/agreements with external partners/vendors
- Oversee contracts to assess, implement and maintain improvements to software and hardware that supports effective and efficient business operation, including, but not limited to, cloud-based ERP, CRM, human resource, accounting and general office systems, website, cash management, printed documentation

Workplace Safety & Security

- Ensures a safe and healthy workplace for the organization's employees, volunteers and visitors
- Assess campus safety and security and recommend improvements
- Develop, implement, monitor and evaluate policies that promote occupational health and safety in order to prevent illness and injury of employees, volunteers and visitors
- Oversee staff responsible for accident reporting and investigation
- Maintain records of safety-related incidents, employee training
- Interface with regulatory agencies, insurance providers, as needed
- Ensure facilities are secured properly to prevent theft
- Analyze options and implement security systems, including electronic and personnel-powered

Department/Program Oversight

- Manage department heads in a manner that supports and strengthens Grey Bears presence, reputation and relationships among and across county and jurisdictions, policy leaders and other local community organizations
- Supervises direct reports and provides regular coaching, mentoring and support that develops a well-rounded professional
- Conducts performance evaluations that are timely and provide constructive feedback
- Leads coordination and integration of efforts among operations, administration, development, outreach and finance divisions to produce smoother workflow and more cost-effective business processes

- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale
- Oversees administrative staff, volunteers and other support functions who provide general support to the CEO
- Participates in the hiring and training of departmental managers
- Organizes and oversees the work and schedules of departmental managers
- Handles discipline and termination of employees as needed and in accordance with company policy

Required Skills and Qualifications

- Proven experience as **Operations professional**
- Excellent organizational skills and attention to detail
- Masterful organizational, communication and leadership skills, backed by previous professional success
- Outstanding managerial and diplomacy skills
- Superior verbal and written communication and interpersonal skills
- Knowledge of California non-profit legal rules and guidelines
- Thorough understanding of practices, theories, and policies involved in business and operations
- Working knowledge of multiple operational functions and principles, including facilities, finance, customer service, food bank storage, preparation and delivery, employee management (paid and unpaid), procurement, IT, safety and security, retail and recycling
- Proven ability to plan and manage operational processes for maximum efficiency and productivity
- Ability to streamline or implement structures that support business demands and meet needs of grantors and service recipients
- Excellent analytical, decision-making, and problem-solving skills
- Knowledge of data analysis and developing and monitoring performance/operation metrics
- Familiarity with MS Office and various business support, client and cash management software (e.g. Quickbooks, FileMaker Pro, Square)
- Experience building relationships with people of diverse backgrounds, belief systems, ages and abilities
- Highly organized and detail-oriented
- Hard-working and self-motivated
- Ability to work independently with direction and as part of a team
- High level of flexibility and ability to adapt to changing priorities

Minimum Qualifications

- BSc/BA in business administration or relevant field; or an equivalent combination of education and experience
- MSc/MA is a plus
- Extensive and diversified background working with operations of multi-departmental non-profit, mid-size business or government agency, preferably having worked their way up to an executive role
- At least 10 years in a senior leadership role in a field related to Grey Bears
- Knowledge of and ability to implement state and federal safety guidelines and regulations

- Grant implementation experience is preferred
- Flexible schedule that accommodates the needs of the organization.
- Skilled at public speaking
- Driver's license with clean DMV

Preferred Qualifications

- Bilingual Spanish/English; \$3,600 annual stipend with demonstrated oral and written proficiency

Special Conditions of Employment

- Full-time, on-site
- Occasional weekend shifts required
- Prolonged periods sitting at a desk and working on a computer
- Walk on uneven pavement across 2+ acre Grey Bears campus
- Work out of doors in occasionally difficult weather conditions, including heat and rain
- Other essential physical job functions typically require bending, squatting, sitting, standing, walking, handling objects up to 15 pounds, pushing/pulling, reaching above shoulder level and using fine finger movements with manual dexterity
- All Grey Bears employees must know and follow job safety procedures, attend safety meetings and trainings, proactively promote safety at work, and promptly report actual and potential accidents and injuries
- Selected candidate will be required to pass a criminal history background check

Compensation

\$78,534 -- \$101,750 annually, DOQ

Exempt Position/Full time: 40 hours/week (including occasional nights and weekends as needed)

Paid medical, dental, vision, sick leave, vacation plus 12 observed and 1 floating holiday

403b retirement plan available with employer contributions after one year.

To apply, please send resume with cover letter to:
careers@greybears.org

Grey Bears is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition, marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties.

For more information visit greybears.org