



Director of Operations and Planning Williston

POSITION SUMMARY

The Director of Operations is primarily responsible for overall direction of activities related to administration, human resources, financial management and accounting, facilities, information systems, office management, strategic planning, and administrative processes, including day-to-day operations and executive assistance to the Executive Director.

QUALIFICATIONS

- Bachelor's Degree required; specialty in non-profit management, human resources, business administration desired
- 5 + years experience in non-profit administration with increasing responsibility and oversight required
- Current knowledge of and experience in human resources including development of personnel policies and procedures, evaluation and disciplinary procedures, and state and federal employment law and regulations
- Experience in overseeing multiple central administrative processes, i.e. facility management, telecommunications/IT, maintenance/repairs, contracts
- Experience supervising employees
- Skilled at organizational planning, including the management of the Strategic Plan and revising as necessary with staff and Leadership Team
- Skilled at interpreting data for making decisions
- Demonstrated ability to communicate effectively with diverse constituencies
- Demonstrated flexibility with changing situations and priorities
- Maintains confidentiality
- Well-organized and detail-oriented
- Willingness to participate in designing and/or delivering grant-funded services as appropriate to the skill set of the incumbent that reflects a need with upcoming grant-funded projects.
- Affective qualities: Collaboration, compassion, understanding of VFN, effective communicator, problem-solving skills, positive, responsive, and openness to new endeavors.

PRINCIPAL DUTIES

Organizational Management

- Ensure organization has effective infrastructure to carry out its mission and programs
- Serve on leadership team overseeing all organization's programs
- Attend to risk management to keep organization safe, including acting as HIPAA compliance officer
- Act as advisor to Program Directors in personnel matters

Vermont Family Network ■ 600 Blair Park Rd ■ Suite 240 ■ Williston, VT 05495
1-800-800-4005 ■ (802) 876-5315 ■ FAX: (802) 876-6291 ■ www.VermontFamilyNetwork.org

- Supervise office administrative operation functions, such as telephone and reception, supplies acquisition, physical plant maintenance
- Consult with individual Directors regarding serious issues if necessary

Human Resources

- Support all personnel to the degree that allows them to maximize their greatest potential
- Develop, oversee, and interpret employment practices and policies
- Plan for and manage staff recruitment, promotion, retention, termination
- Coordinate new employee onboarding and training plan with employee's supervisor
- Train new employees in organizational policies and procedures
- Recruit, train, supervise, and evaluate administrative staff and interns/volunteers
- Research, coordinate, and administer employee benefits
- Act as employee liaison for all personnel issues and assist employees in resolving issues
- Develop, revise, and maintain performance evaluation system/tool for employees
- Promote staff participation in defining organization's policies and decisions
- Provide guidance on timesheets, CTO, and staff development concerns/issues
- Maintain confidential personnel files
- Maintain timely, relevant resources for staff support, such as EAP and professional development, that can be disseminated or provided to all staff with frequency or on an individual basis given a staff member's unique situation.

Operations

- Oversee development and maintenance of office systems
- Ensure administrative support and space for adequate program operations
- Assist in development and implementation of VFN general budget
- Oversee payroll submission and serve as backup to Administrative Coordinator
- Plan for and manage office technology including telephone system, computer network, copiers
- Negotiate and procure leases and contracts for space, equipment, furniture
- Identify revenue gaps and needs for additional resources and equipment
- Oversee accounts payable function for organization and serve as backup to Administrative Coordinator
- Review bill coding, approve expenses, sign checks
- Assist with planning a facilitation of staff meetings
- Assist Executive Director with information/communication management with staff
- Oversee purchasing of equipment and supplies

SUPERVISION

Reports to Executive Director

APPOINTMENT

100% FTE at 37.5 hours, 12 months, exempt

SALARY GRADE

E [Salary range: \$23.50-\$35.25 hourly]

Diversity, equity, and inclusion are key values within Vermont Family Network. We are committed to building and sustaining an inclusive, equitable working environment for all our staff. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design, and deliver solutions that are in alignment with our mission, vision, and values.

Please submit your cover letter, which details how your qualifications match the needs of the position at Vermont Family Network, and a CV or resume via email HR@vtfn.org. We look forward to learning more about you! This is an immediate vacancy. The process should take 2-4 weeks.