



Domestic Violence Center

Job Description: Operations Manager

Job Title: Operations Manager

Classification: Exempt

Reports to: Executive Director

General Summary of Duties:

To assist in carrying out the mission of Iris to empower Survivors, prevent relationship violence, and promote justice for victims of DV and dating violence, their children, and our communities. As a member of the Iris Domestic Violence Center, and under the supervision of the Executive Director, the Operations Manager will assist in managing all aspects of Iris's Services Programs for Domestic Violence victims.

Typical Working Conditions: Full-time. Multiple site urban, inner-city environment. Requires day, evening and night shift scheduled work. Weekend Call schedule rotation will be mandatory.

Major Responsibilities (in the absence of the Executive Director):

1. Assists in handles aspects of human resource management including but not limited to processing paperwork associated with payroll, staff benefits, etc.
2. Oversees all accounting functions including those necessary for auditing, financial analysis, grant billing, capital asset and property management and payroll in accordance with generally accepted accounting principles, Board and all other applicable rules and guidelines.
3. Assists in writing all government and private grants for the agency.
4. Assists in overseeing grants and contracts management.
5. Assists in overseeing the management of day-to-day operations of the Center including Client Services, Legal Services, Support Services departments and Contract Services of the agency.
6. Assist in overseeing vendor services, particularly for insurance and employee benefits, to determine programs and providers that best meets the needs of the agency and makes recommendations to the Board, as appropriate; negotiates services, terms and premiums and executes contracts with benefit plan providers, supply and service vendors, auditors and consultants.
7. Assists in the development of current and long-term organizational goals and objectives as well as policies and procedures for agency operations. Establishes plans to achieve goals set by the Board of Directors and implements policies.
8. Assist in ensuring compliance with all COQA, Life Safety, Building Code, GAAP standards and Federal, State, and Local laws/statutes city, state and federal guidelines for the agency.
9. Assists in serving as one of the public faces of the agency, including interacting with donors and potential donors, the media, state and local government officials and agencies, and other organizations with which Iris Domestic Violence Center maintains collaborative or cooperative agreements in regard to matters affecting the agency. Increases fundraising opportunities to support and expand program operations. Refine

and expand communication to create a stronger external presence and brand. Build external relationships to increase awareness and commitment to the work of Iris Domestic Violence Center.

10. This position will assist in cultivating and securing gifts to fund the Mission of Iris Domestic Violence Center by developing and nurturing current and prospective donors. This position will also help cultivate and maintain a solid volunteer base. Timely acknowledge gifts, manage donor database and maintain donor recognition programs.

Major Responsibilities (delegated direct areas of responsibility):

Overall Agency Functioning:

1. Establishes and develops procedures to implement operational, financial and personnel policies.
2. Serves as a point of contact and information source for inquiries from the public regarding agency services, donations, and volunteer opportunities.
3. Approves services of vendors and contractors for both the main agency location and outreach offices.
4. Compiles reports to funding entities on services provided by Iris DV Center.
5. Maintains corporate files (electronic) and manages record retention program for the facility.

Support Services:

1. Oversees and Manages Cleaning and Dining Programs of the Center.
2. Manages the agency's Volunteer and Staff Development Training Program.
3. Supervises Cleaning and Dining Program staff; and applying approved employee policies and benefits in accordance with federal and state requirements.

Fiscal and IT Resources:

1. Manages the agency's contracted Accounting firm contractor and serves as a liaison with the contracted CPA firm to ensure timely, accurate and compliant completion of AR, AP and PR functions on a weekly, bi-weekly and monthly basis.
2. Reconciles with Accounting firm AR/AP and PR on a monthly basis.
3. Maintains the Sales Force (donor) database; enters statistical data into database; generates
4. Manages the agency's contracted IT firm contractors, including management of the agency's social media presence, to include Facebook, Twitter, Pinterest, and other social networks and pro-bono marketing contractors/donors.

Other:

1. Ensure compliance with all agency policies, COQA, Life Safety, Building Code, GAAP standards and Federal, State, and Local laws/statutes when working with clients and when representing the agency in the community.
2. Resolve kitchen/household/office repairs and/or contact repair persons
3. Respond to client/staff incidents (including unusual occurrences, life safety, bed bugs, lice and other pests) and Grievances.
4. Perform all other related duties as assigned.

Evaluation:

This job position will be evaluated using three key indicators.

1. **Program Evaluation** – Iris will assess what we expect to see happen as a result of our program that is measurable and would tell us if our outcomes are meeting our objectives. More specifically, Iris will be measuring short-term outcomes which measure proximal change. Proximal changes are those more immediate and/or incremental changes. Since our programs are designed to result in immediate, measurable change in victims lives, we will measure did changes occur. Monthly Program Statistics must be compiled/submitted by this position and must include pre and post victim surveys and other required program documentation.

2. **Process Evaluation** – Iris will assess the degree to which our program is operating as intended. This will help Iris assess what we are doing, how we are doing it, why we are doing it, who is receiving the services, how much service and support victims are receiving, the degree to which staff, volunteers, and victims are satisfied, and how we might improve our programs. Strategies and methods will include interviews with staff, volunteers, and victims (focus groups, behavioral observations, and client service records). Monthly Process Statistics must be compiled/submitted by this position and must include Crisis Call Interviews, Intake Assessments, and service intervention documentation, outreach/community awareness activities, CCRT and other process documentation.
3. **Performance Evaluation** – Individual staff performance evaluation will combine both our Program and Process evaluations into this job performance expectation and evaluations for this job position will be reviewed monthly.

Required Qualifications:

1. Bachelor's Degree in Human Services, Public Administration or related field.
2. Applicant must be philosophically sound with an empowerment based philosophy and have a comprehensive understanding of the complexity and dynamics of domestic violence.
3. Experience in management of nonprofit organizations and grant management.
4. Supervisory experience and strong, collaborative leadership skills.
5. Public speaking and facilitation skills and strong written communication skills with exceptional attention to detail.
6. Excellent interpersonal skills, including a demonstrated ability to work cooperatively and effectively with a team, other staff, other organizations, and other professionals.
7. Ability to work independently; treat all people with dignity and respect; accept act upon, and offer constructive criticism.
8. Demonstrated ability to handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
9. Demonstrated goal setting, problem solving, creative/analytic thinking and organizational skills.
10. Commitment to the agency mission.
11. Must have a dependable automobile with valid driver's license and current insurance coverage (state minimum)

Required Skills:

1. Excellent computer skills, including familiarity with advanced features of MS Office, QuickBooks, and Sales Force, Internet Accounting, Bill.com and computer network IT systems.

Physical Requirements:

1. Able to lift 20 pounds and to perform basic office tasks (with or without assistance).
2. Prolong standing, sitting and walking
3. Driving (may be required to transport client, materials or perform routine errands as a part of routine work assignments).

Other Requirements:

1. Must meet screening requirements, which include a Criminal Background check and State Child Abuse Registry clearance.
2. Must complete and maintain CPR (Basic Life Support) Certification
3. Must complete 40 Hours of Domestic Violence Training initially and 30 hours annually thereafter.

4. Driving (may be required to transport client, materials or perform routine errands as a part of routine work assignments).

Compensation:

Salary range commensurate with education and experience.