

Operations Director

REPORTS TO: Chief Executive Officer

FLSA STATUS: Exempt

STATUS: Full-Time, 52 weeks, 40 hours per week

SAFETY SENSITIVE: Yes

Job Summary:

Oversee all operations in directing the following departments:

- Human Resource Department
- Information Systems Department (technology, communication, security systems)
- **Agency Compliance: Supervision, legal and regulatory compliance, staff qualifications and professional development**

Coordinate, analyze and report the corporate operations departments' performance to Administration and Board of Directors. Prepare short and long-term corporate operations departments' forecasts of department performance for use with internal management and external parties. Develop, implement, and maintain operation department's policies and procedures.

Essential Functions:

The Operations Director will ultimately be evaluated on a combination of skills, dispositions, and behaviors, some of which are related to the specific service area of this position and others that represent general expectations of all our agency employees.

The Operations Director responsibilities chiefly fall within the following essential functions, although s/he may perform other tasks and/or duties as assigned. The Operations Director will demonstrate competency to perform essential functions that include:

- Plan, develop and oversee implementation of Human Resources department objectives and goals
- Plan, develop and oversee agency legal and regulatory compliance and goals
- Monitor, analyze, and provide feedback concerning systems, information, data, supervisory and budget items
- Oversee and monitor applicant and staff qualifications.
- Oversee and monitor agency staffing including but not limited to vacancies and hiring process
- Oversee and monitor IT dept, including software, MDM, security systems, hardware, Apple products and budget
- Establish recordkeeping and monitoring systems to assure program quality
- Responsible for direction, consultation, and dissemination of personnel related information to management staff per established protocol. Includes wage and hour laws, civil right laws, worker's compensation, **EEOC, ADA**, etc. as well as internal personnel policies and procedures.
- Research, interpret, revise, and create policies involving personnel related issues. Remain updated on latest legal, performance standard updates regarding Human Resources policies and procedures in order to remain in legal compliance.
- Attend and/or facilitate meetings to meet the needs of the Operations area
- **Utilize virtual platforms for meetings and communications**

Minimum Requirements:

- Requires a Bachelor's degree in Human Resources or related field; or a Bachelor' degree and extensive HR experience, MA preferred. HR certifications preferred. All education must be from an accredited institution.
- Three years' experience in Human Resource, supervisory and/or management.
- Advanced computer skills and HR software systems.
- Experience with vendor relations preferred.

- Arizona's driver's license, proof of insurance, fingerprint card, and Social Security card, and provide a vehicle for program business.
- A Health Questionnaire is required at hire and will be updated every 3 years.
- **Meet all agency, state and federal required immunizations or have an approved exemption on file**
- Employee must be able to speak, read, write, and understand English.

Knowledge, Skills, and Abilities:

- Skills in operating automated accounting and human resource systems and general office equipment, strong team leadership.
- Knowledge in the following: Financial, accounting, MIS, fleet, human resource, communication systems principles, practices; analytical; financial analysis; recordkeeping practices; automated accounting and human resource systems; techniques in data verification and data entry; proper accounting coding of documents; PGCCS and departmental policies and procedures; and office practices and procedures.
- **Knowledge of Child Development Associate (CDA) credentialing process, Quality First, Head Start Program Performance Standards**
- Excellent oral/written communications, and performing data entry identifying and reporting discrepancies, interacting with various groups of diverse individuals and populations.
- Demonstrate the understanding of **DCS** reporting system, signs and symptoms of child abuse and neglect.

Physical Requirements:

Able to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, sit, stand, kneel, crouch, crawl, reach, lift, carry, push, pull or otherwise move objects up to 10 lbs., and occasionally lift and/or move up to 25 pounds.

Working Conditions:

Work is performed in a classroom/office setting where minimal exposure to injury exists. The hours of work will generally be during regular business hours and average at least 40 hrs. per week. There will be work variations in work hours due to employee special projects, deadlines, and other concerns. PGCCS employees have the possibility of exposure to blood or other potentially infectious materials through collateral duty to their routine work assignments, such as rendering first aid if need arises, and seldom exposure to vibration, toxic conditions, odors, dust, mold, and poor ventilation.

Acknowledgment:

This job description describes the general nature and level of work performed. The employee may be required to perform other job-related duties. All requirements are subject to change over time. I am fully qualified for this position and can perform the duties as described. I understand that PGCCS is an Affirmative Action/EEO/At-Will Employer and that PGCCS reserves the right to revise this job description, as necessary.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job and my questions have been answered thoroughly.

Employee Signature

Date