



Job Title: Operations Director
Supervisor: Executive Director
Date: June 1, 2024

Department: Administration
FLSA Status: Exempt
Salary Range: \$31.00 - \$43.00 /hr
Bilingual differential \$.58 cents /hr

Organization Overview

Restorative Partners (RP) is a nonprofit organization that provides services and programs for those in-custody and for those released from the San Luis County Juvenile Hall, Jail, Honor Farm, State Prisons or involved in the US District Court System. Our restorative justice approach focuses on mind, body and spiritual transformation, incorporates trauma informed care, addresses responsibility and accountability, and offers accompaniment through reentry wraparound services. We also provide clean and sober living homes for people in recovery and people returning from incarceration, as well as a home for women and children. The goal in all of our transformative work is to reduce violence and lower recidivism by providing a continuum of care from incarceration through reincorporation to our community.

www.restorativepartners.org

Essential Duties & Responsibilities

Reporting to the Executive Director (ED), the Operations Director (OD) is a member of the leadership team who focuses on building internal capacity for our mission, and serves as an administrative liaison to external partners and stakeholders. This person oversees four organizational leadership areas: **1)** The formulation, implementation and oversight of program and operational policies to meet the organization's short and long term objectives. **2)** The oversight of operations day-to-day functions to ensure organizational effectiveness and efficiency, the welcoming restorative environment and management of the physical workspace of each department/facility and work collaboratively with the Executive Assistant/Office Manager for the operations of the main office. **3)** The leadership team liaison to the Bridge Cafe GM/Chef and supervision of The Bridge Cafe operations **4)** The management oversight of Operations Assistant, Database Manager, Marketing and Communications (MC) Subcontractors and Vendors. Additionally, the OD works closely with the Finance/HR Oversight Director in developing employee benefits, assisting with new hire orientations, coordinating staff training, tracking and celebrations. Other key duties may include program and partnership development, leadership participation in RP's grant writing team, and representing the agency at public events as needed. All work is done with an understanding and practice of a restorative justice approach to the oversight of the organization.

Other Duties and Responsibilities

Organizational/Administrative Leadership

- Partner with the ED and leadership team in essential internal agency leadership activities (human resources, administration and organizational/strategic planning, operations, budgeting and risk management).
 - Fosters a mission-driven organization in support of RP's strategic goals and core competencies while ensuring organizational effectiveness and efficiency.
- Collaboratively works with ED and Finance Director/HR Oversight to ensure continuity of services and cultivation of a healthy agency culture.
 - Promotes a culture of collaboration among staff and supervisors.

- Ensures that the responsibilities and accountability of direct reports are defined and understood and coaches direct reports in areas of job performance and improvements.
- Establish with the ED the implementation of the strategic plan goals/objectives related to dept. oversight.
 - Provide direct oversight, ongoing coaching and mentoring for the GM/Chef and with the The Bridge Cafe Team by giving timely feedback on performance and goals.
- Works with ED and Leadership Team on new program development.
- Serves as a key member of the Board of Directors Development & Marketing Committee.

Operations

- In collaboration with the ED provides the vision, leadership, and management necessary to ensure that the agency has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively scale and grow the organization's efficiency.
 - Evaluates the effect of internal and external forces on RP's operations and recommends short- and long-term plans that support RP's values, mission, and strategic plan.
 - Responsible for developing administrative policies and standard operating procedures as needed and updating existing ones.
 - Evaluate systems in a given functional area and coach leadership to implement and manage these systems as needed.
- Works with ED on contract negotiations and agreements.
- Oversight of compliance, program audits, signature acquisitions, contracts, rental and purchase agreements, other vendor and/or subcontractors, registrations, licensing and certifications.
- Oversight and support of the operations of The Bridge Cafe and the GM/Chef.
- Collaborates with the EA/Office Manager of main office facility needs.
- Collaborates with the Housing and Treatment Director with contractors, vendors and other service providers.
- Oversight of administrative and archiving files.

Development

- Works with the ED in creating the agency's marketing/communications plan.
 - Oversees the M/C contractor(s) in efforts to expand revenue generating, donor relations, and fundraising activities to support existing program, operations and new enterprises by:
 - Developing messaging for existing and new projects and programs.
 - Collaborating with the Board Development/Marketing Committee Chair.
 - Serving as the leadership team liaison to the website developer
 - Overseeing Fundraising/Event Coordinator
- Serves as an Ambassador for RP's mission.
- Serves on the grant writing team.

Human Resources

- The OD collaborates with the Finance Director/HR Oversight in aspects of human resources including hiring, employment policies, compensation model, employee health and retirement benefits.
 - Assists leadership team in operation and delivery of performance appraisals, promotions, discipline, hiring, and termination as needed.
 - Oversees the staff Recognition and celebrations efforts.
- Works with ED and leadership team in defining the organizational structure for:
 - The development of job descriptions.
 - Optimizing staff roles, providing effective input for team composition, and proper distribution of assignments.
- Collaborates with the leadership team to:
 - Design and implement the onboarding and leadership training program that ensures our mission and RJ approach is embedded in the training.
 - Remain in compliance with grants and contracts.

Knowledge, Skills, & Abilities

- Demonstrated operational management and leadership experience, strong business management skills and will have successfully helped lead organizations through periods of growth.
- Exceptional capacity for managing and leading other professionals, and effectively facilitating and management priorities by navigating competing demands and organizational dynamics.
- Proven interpersonal management skills, strong emotional intelligence, and positive and effective communication skills.
- Grant writing skills and award success experience.
- Able to clearly identify the strengths and deficiencies of the organization's operations, empower people to problem solve and to work with best practices.
- Knowledge of State and Federal Employment laws.
- Knowledge of Occupational Safety and Health Administration (OSHA).
- Motivated to work in a dynamic hard-working environment, able to effectively meet new challenges and evolving priorities and multi-tasking.
- Proficiency with Administrative Tools i.e. Google Drive, Dropbox, Quickbooks, and databases.
- Interest, desire and experience in serving the non-profit sector **(preferred)**.
- Ability to work independently, give excellent attention to detail and handle confidential information in a professional manner.
- Strong knowledge and proven experience in meeting organizational financial goals.
- Knowledge, and experience in the food industry.

Education and/or Experience

- 5 years experience in Organizational Leadership and/or Operations **(Required)**
- 5 years experience in management **(Required)**
- 3 years experience in HR and budgeting **(Preferred)**
- 3 years experience in restaurant operations **(Preferred)**
- Bachelor's Degree **(Required)**

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift up to 20 pounds. The physical demands described here are reasonable accommodations that may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgment

I acknowledge that I have read the job description and requirements for the HR/Accounting Coordinator position and certify that I can perform these essential functions.

Applicant/Employee Signature

Date

Restorative Partners is an equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, disability, sex, gender identity, marital status, age, or any other protected status covered by federal or state law. This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

