



Position Description: Director of Operations

August 28, 2017

Organization

Founded in 1987, Our House is a nonprofit organization based in Little Rock, Arkansas. Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. Each year, Our House serves over 1,800 unique clients including 1,200 adults and over 600 children. Our House benefits from more than 3,000 distinct volunteers contributing more than 24,000 hours of service each year; \$1.6 million worth of in-kind donations of good and services; and more than 200+ partnering organizations. The diverse workforce that makes up the 80 + person team at Our House includes salaried and hourly staff, AmeriCorps and VISTA national service members, interns and resident job trainees. Our House operates on a budget of approximately \$3.5 million per year. Over the last decade, Our House has experienced tremendous growth, with an operating budget that has quintupled in size since 2007 and a campus expansion that has included \$10 million in capital investment. For more information, please visit www.ourhouseshelter.org

Corporate Culture

Our House has a uniquely positive and mission-focused corporate culture. Team members are encouraged and expected to take their positions seriously, work hard, work together, engage supporters wherever possible, and always remain focused on the Our House mission. Key characteristics of the corporate culture include a focus on problem-solving, capacity-building, thriftiness, and teamwork.

Position Description

Reporting to the Executive Director, the Director of Operations will have overall strategic and operational responsibility for safety, facilities, information technology (IT), capital improvement, and Our House's resale store venture. The Director of Operations will also have important responsibilities related to financial systems and oversight. The successful candidate will need the skills and knowledge to provide high-level strategic and administrative leadership while also providing hands-on support. This is a tremendous opportunity for an operations leader to maximize and strengthen the internal capacity of a well-respected, high-impact organization.

Responsibilities

General

- Directly supervise a team, which currently consists of:
 - A Facilities Manager who is responsible for campus maintenance and repair, campus security, and supervision of 7 resident job trainees and an AmeriCorps VISTA service member. The job trainees perform grounds maintenance and gatekeeping duties.
 - A Resale Store Manager who oversees operations of Our House's wholly-owned resale store venture, From Our House to Yours. From Our House to Yours currently operates two retail sales locations with a staff of 4-6, plus 2-3 job trainees and 2 AmeriCorps VISTA service members.

- Serve as a key leader in the organization and participate in meetings, discussions, and decisions of the senior leadership team.
- Integrate in-kind and volunteer resources into the organization as appropriate.
- Ensure adherence to Our House’s strategic plan – both individually and also through management of others – providing reports to the senior leadership team and the board.

Safety

Safety is the number one priority in the operations of Our House, and the Director of Operations is responsible for ensuring a safe environment for the 80 team members, 110 residential clients, 200-300 outside clients, and dozens of volunteers, donors, and partners on our campus each day.

- Oversee the ongoing refinement and implementation of a comprehensive safety manual.
- Provide training in safety procedures when new team members are oriented and on an ongoing basis.
- Organize regular drills of safety procedures.
- Regularly communicate with team members to identify safety concerns and quickly address them.
- Ensure the proper deployment and operation of safety-related technology and equipment on campus, including cameras, panic buttons, fire alarms, security systems, door access control systems, network firewall, and more.
- Develop and maintain relationships with external partners to promote campus safety, including the police department, neighbors and neighborhood watch groups, and insurance providers.
- Be available and responsive via phone in emergency situations.

Facilities

Our House’s facilities consist of a 7-acre campus with 5 main buildings and supporting storage and maintenance structures. This includes an 80-bed Shelter, 13 Family Housing units, Children’s Center, Career Center, and Administrative offices.

- Provide oversight and approval for routine repair and maintenance expenses.
- Analyze and provide recommendations to the Executive Director for significant or unusual repair and maintenance expenses.
- Negotiate pricing with vendors as needed.
- Effectively communicate facilities matters to staff, management and board of directors as needed.
- Provide leadership on facilities projects.
- Ensure that all assets are appropriately recorded, maintained and protected.

Information Technology

Our House’s information technology infrastructure includes 3 network servers, 100+ user computers, fiber optic intranet, ShoreTel digital phone system, and Paxton access control system. Software includes Microsoft products, Adobe, and Google Apps.

- Direct and maintain relationship with IT vendor to provide robust IT administration of campus network that supports computers, phones, security cameras, access control, and more.
- Procure and deploy computer equipment, telephones, software, and other resources needed to meet the needs of Our House programs and team members.
- Maintain an inventory of IT equipment.

- Perform basic troubleshooting of technical problems. Communicate with outside vendors as needed.

Capital Improvement

Our House has undertaken more than \$10 million in capital improvement projects over the past 10 years, and additional projects are currently being considered. The Director of Operations will play a lead role in the development and successful execution of capital projects.

- Serve as primary point of contact for contractors, architects, and engineers.
- Take the lead in budget estimation, timeline estimation, contractor selection, regulatory compliance, funder requirement compliance, and other project management tasks related to capital improvement projects.
- Communicate with and coordinate the Our House team to successfully prepare for and accommodate capital improvement projects.

Resale Store

Our House launched a resale store, called From Our House to Yours, in 2016 to sell donated goods, with the proceeds benefitting Our House. The resale store now operates from two locations in Little Rock and North Little Rock, and in addition to being a retail location is also the preferred location for all in-kind donations of items to support Our House. The resale store venture is managed by the Resale Store Manager, who will report to the Director of Operations.

- Provide high-level oversight to the operations of the resale store venture, to ensure it operates with sound business practices in areas including human resources, insurance, safety, financial management, and more.
- Oversee the financial health of the resale store to maximize the benefit to Our House. Oversee budgeting for the store and analyze financial reports to identify and proactively address challenges and opportunities.
- Oversee coordination between the resale store and Our House, Inc., to ensure efficient and effective flow of donated goods to benefit Our House programs and clients and to be sold at the resale store locations.

Financial Administration

The Director of Operations will work closely with the Finance Manager, Grants Manager, and Executive Director to ensure sound fiscal practices for Our House.

- Perform key finance functions including monitoring expenses, assisting with budgeting, overseeing Resale Store finances, and assisting with the annual external audit.
- Procure insurance and serve as the primary point of contact for all insurance-related matters including claims, questions, and information sessions.
- Systematically ensure that all purchasing and procurement procedures are followed ensuring compliance with internal policies and funder requirements.
- Maintain positive and appropriate working relationships with vendors.

Qualifications

- Minimum of a B.A. degree.
- At least 7-10 years of overall professional experience; ideally 6+ years of operations management experience.
- Experience managing people and projects.
- Strong financial skills and quantitative skills.
- Technology savvy with experience selecting and overseeing IT systems and managing relationships with IT vendors.
- A successful track record in setting priorities; keen analytic, organization, and problem solving skills which support and enable sound decision making.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- A multi-tasker with the ability to wear many hats in a fast-paced environment.
- Must be trustworthy, hard-working, positive, a team-player, and dedicated to the mission of Our House.

Other Requirements

- Must possess a valid driver's license and vehicle to use in performance of job. Position requires some travel within Central Arkansas.
- Must be able to pass criminal background and child and adult maltreatment screens and a pre-employment drug screen.

Salary and Benefits

- This is a full-time, salaried, exempt position.
- Benefits include employee health insurance (paid by Our House) and optional dental, vision, and life insurance (paid by employee). Benefits become available after 60 days of employment.
- 10 days of annual leave per year
- 8 days of holiday leave per year including a "birthday holiday".
- 15 days additional leave for illness/"requirements of life"

Our House is an equal opportunity employer.

Our House is a drug-free workplace.