

Operations Manager

Job Description

Title: Operations Manager

Reports to: Chief Operating Officer

FLSA Status: Exempt

Salary: \$55,000/Annual Salary

Job Type: Full Time

Location: North County Business Office

Direct Reports: Client Support Facilitator, Facilities Administrator

Summary: With supervision from the Chief Operating Officer (COO), manages the design, planning, and implementation for the operating infrastructure across CCS sites. Ensures internal systems support all contract mandates, including the development, implementation, and training of policies and procedures. Serves as key point-person in coordinating the maintenance of CCS sites, including vendor procurement and management, supervises the Facilities Administrator, and provides project coordination for facilities improvements. With guidance from the Chief Financial Officer and COO, manages IT, network services, and VOIP. Provides administrative oversight and supervision of the Client Support Facilitator at the Pacific Beach location and provides back-up front desk support when needed.

Essential Functions:

- High-level organizational skills, ability to multi-task, extremely strong attention to detail, and the ability to prioritize and follow through on assignments in a timely, proactive, and responsive manner.
- Manage, supervise, and implement logistics associated with agency vendor relations, including but not limited to, janitorial services, office supply vendors, IT/network, repairs & maintenance, VOIP system, and security.
- Coordinate IT/network administration, software installation, and configuration including activating systems, setting up users, and monitoring performance.
- Create and maintain a vendor database.
- Establish and document proactive maintenance schedule across all CCS sites.
- Hire, train, and supervise the Client Support Facilitator and Facilities Administrator, as well as any volunteers supporting these positions.
- Coordinate and maintain CCS' safety programs in accordance with Cal/OSHA guidelines.
- Coordinate and administer CCS' safety and security protocols, including inventory of keys, fobs, and site access control.
- Coordinate site meetings, all staff meetings, and Sunshine Committee activities.
- Coordinate, administer, and maintain the purchase, tracking, and maintenance of computers, laptops, and printers, including accurate label and record keeping.
- Coordinate document/file management, including retention, retrieval, storage, and shredding, in accordance with data security and retention practices.
- Coordinate, oversee, and manage capital projects and the operating budgets to include required documentation.
- Supports with the processing and submission of fiscal-related documents.
- Other duties as assigned.



Job Requirements:

Education:

- High School Diploma (GED Equivalent) and/or equivalent lived experience.

Experience:

- Minimum of two years of project/ office management oversight or services coordination.
- Minimum of three years of management experience/supervisory experience.
- Minimum of one year supporting IT/network and facilities maintenance services.

Preferred Skills and Experience:

- Bilingual/Multilingual fluency of one or more languages (written and oral).
- Experience in a nonprofit, residential, and/or crisis services work environment.
- Bachelor's Degree preferred.

Core Competencies:

- Excellent written and oral communication skills.
- Computer proficiency with Microsoft Office Suite applications and other
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines.
- Ability to maintain a proactive approach and execute all duties in their entirety.
- Proactively adapt to always changing requirements and duties.
- Always maintain confidentiality and respectful communication.
- Ability to collaborate and communicate with staff and vendors in a collegial and productive manner.

Working Environment:

This job operates in a professional office environment and a communal housing facility. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority. Must maintain personal cell phone for work-related purposes. Ability to work in intimate partner violence, sexual assault, and stalking fields.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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. Must be able to lift and carry up to 50 pounds.

Travel:

Travel is required up to approximately 60% mostly within San Diego County. Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. Early morning, evening, and weekend work may be required as job duties regularly demand.

To Apply: Please submit a resume and cover letter to Cori Austin at CAustin@ccssd.org