



**BOYS & GIRLS CLUB**

**POSITION DESCRIPTION**

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**TITLE:** Director of Operations

**FSLA STATUS:**  Exempt  Non-Exempt

**SALARY RANGE:** \$50,000 - \$57,000 per year and a comprehensive benefits package

**Applications should include resume, cover letter and references to [information@bgcfc.org](mailto:information@bgcfc.org)**

**PRIMARY FUNCTION:**

Reporting to the Chief Executive Officer, the Director of Operations leads the day-to-day operations for all Frederick County Club Sites. The director will oversee program development and implementation; staff development; supervision of assigned staff; facilities; and individual site budget management.

**KEY ROLES:**

*Operations and Strategy*

- Oversee implementation and delivery of operations, programs, services, and activities that facilitate achievement of youth development outcomes, at multiple Club locations.
- Identify and evaluate opportunities to improve program effectiveness and Club membership.
- Ensure key elements for positive youth development, social-emotional learning, and youth program quality interventions are ingrained in each Club.
- Oversee program evaluation systems to showcase program impact.
- Coordinate outreach and develop partnerships with community organizations and schools to advance programs and forge strategically aligned opportunities.
- Develop collaborative partnerships with other youth serving organizations, members, parents, families, and community organizations.

*Safety*

- Safety Committee lead in development of policies, procedures, and best practices.
- Conduct regular Site visits to observe programming and assess safety and risk.
- Serve as point of escalation, feedback, and approval for reportable Club incidents.

## **Director of Operations**

- Ensure programs and site locations are developmentally safe and culturally inclusive for all Club members.
- Manage administrative and operational processes, overseeing the maintenance and repair of buildings, equipment, and other facilities.

### *Personnel*

- Oversee Site staff providing staff development and training, support, coaching, feedback, supervision, and guidance to effectively manage high performing teams.
- Ensure employees follow Club policies and standard operating procedures.
- Participate in activities to maintain good public relations for Club programs, services, and activities.

### *Additional Responsibilities*

- May assist with administration of restricted programs by overseeing program operations at Sites; ensures completion of required reports.
- May be responsible for managing human resources programs and systems including recruitment, employee relations, compensation and benefits, training and development.

## **SKILLS/KNOWLEDGE:**

- Bachelor's degree from an accredited college/university, or equivalent combination of education and work history in related field.
- A minimum of five years work experience in non-profit agency operations management and supervision, or an equivalent combination of experience and education.
- Knowledge of mission, objectives, policies, programs and procedures of Boys & Girls Clubs; of the principles and practices of non-profit organizations.
- Demonstrated ability to organize, direct and coordinate operations; in personnel supervision, the recruitment and retention of key personnel; facilities management; and budget management.
- Strong communication skills, both verbal and written.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to establish and maintain effective working relationships with Club staff, subordinates, Board members, community groups, and other related agencies.
- Candidate must pass a drug test that includes screening for marijuana, criminal and driving records investigations, and reference checks.
- Outdoor work and moderate physical activity may be required on occasion.

## **Director of Operations**

- COVID-19 vaccination required unless a reasonable accommodation is requested and approved.

### **DISCLAIMER:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.