

## Highland Rim Economic Corporation

<b>Title:</b> Operations Manager	<b>Reports To:</b> Head Start Director
<b>Status:</b> Exempt	<b>Department:</b> Head Start
<b>Skill Level:</b> 3	<b>Pay Grade:</b> 301
<b>Location of Work:</b> Head Start Central Office, Houston County	

### **Description:**

The Operations Manager is responsible for ensuring the provision of high quality comprehensive early childhood services by effectively leading, managing, and supervising all aspects of assigned Head Start components. The Operations Manager ensures accordance with agency philosophy, goals and values and in compliance with all applicable Federal, State and local laws and Head Start Program Performance Standards at all times.

### **Responsibilities:**

- Adheres to all agency operational Policies and Procedures and written plans in accordance with Federal Performance Standards and state and local guidelines
- Respects and maintains confidentiality and privacy of all records and information of staff, children, and families
- Reports suspected child abuse or neglect as required by law in accordance with agency policy and procedures and state guidelines
- **Responsible for assisting the agency in achieving the Non-Federal Share In-Kind match, as required by the Office of Head Start**
- Adhere to National and local Head Start philosophies and vision, assisting with the leadership and implementation of best practices towards achieving program school readiness goals
- Monitors Web page for accurate information
- Assists HR Coordinator regarding applicants
- Assists HR Coordinator with recruiting when necessary
- **Conducts on-site monitoring visits regularly to ensure compliance with all local, state, and Federal regulations**
- Prepares Interview Committee for interviewing by providing proper documents
- Ensures all new hires have all required documents and state requirements and are ready for new staff orientation in conjunction with HR Coordinator
- Provide direct supervision to staff as assigned. Provide thorough program orientation to incoming staff, frequent support and feedback, encourage professional development, and prioritize work assignments to ensure components are functioning in an organized and efficient manner
- Coordinate program-wide reporting system. Provide support in designing and implementing program reporting and evaluating methods. Prepare program reports as needed
- Coordinate with Director of Head Start and administrative support staff to maintain complete central grant and contract files
- Monitor staff qualifications for compliance with the Head Start Act by initiating and documenting individual professional development

## Highland Rim Economic Corporation

- Take the lead in tracking and reporting data for the annual Program Information Report (PIR), collaborating with other staff as needed to ensure accuracy and completeness of information
- Access and mobilize community resources in collaborative efforts to implement professional development goals
- Assist in community relationship activities as assigned, including attendance in community meetings to enhance communication and coordination with other service providers
- Assists in research and preparations of grant applications
- Assist with program grant as well as all other financial grants and distribute accurate management reports to the Head Start Director, Executive Director, management team, Board of Directors and Policy Council
- Compile data for the annual Program Information Report (PIR)
- Facilitation and analysis of annual Comprehensive Community Assessment data. Report to the Director on Community Assessment data interpretation
- Assumes Head Start Director duties when Head Start Director is absent
- Supervise and manage a program/department with multi funding sources and a budget
- Monitor emerging community issues and barriers that may affect Head Start participants
- Support functions of Policy Council including: proper composition of membership, coordination of monthly meetings and required materials, training for members, and participation in meetings
- Participate in recruitment activities, program planning, self-assessment processes, and other efforts to meet quality services and maintain compliance
- Trains inside and/or outside the program and has a broad base knowledge relating the entire program
- Provide inspired leadership for the organization
- Develop, implement and review operational policies and procedures
- Support worker communication with the management team
- Ensure and promote Professional Development plans are established, monitored and updated accordingly
- Identify successful strategies to build positive relationships with teaching staff and management
- Attend trainings as needed
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities
- Ensures workspace is kept clean and organized
- *Performs other duties as assigned to meet the needs of the organization*

### **Qualifications/Requirements:**

- Baccalaureate or advanced degree and coursework in Business Administration, Public Administration, Human Resource management, or related degree with experience
- Possession of a valid Tennessee Driver's License and maintain a vehicle liability insurance policy
- Ensure periodic physical examination and tuberculin test

## Highland Rim Economic Corporation

- The incumbent is subject to a criminal background check and must pass pre-employment/random drug screenings
- Prefer bilingual (English/Spanish)

### **Knowledge and Skills:**

- 4-5 years supervisory experience, proven ability to function as a leader and team member
- Adheres to professional ethics and standards
- Organizational, decision-making and multi-tasking skills
- Proficient in written and verbal communication and exceptional attention to detail
- At minimum, basic computer literacy
- Good interpersonal skills and the ability to work as both a team leader and member
- Familiarity with Community Action programs

### **Physical Requirements:**

This position requires incumbent to walk, sit, use hands, and fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. Daily required to stand, climb, balance and stoop, kneel, crouch or crawl. Incumbent is required to regularly lift and or move up to (50) fifty pounds. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Travel up to 25-50%.

*The required physical demands described above are not all inclusive in describing the demands that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the need of the organization.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_