

Job Title**: Operations Manager**

Department**:** Administration

Classification:Exempt

Supervisor: Executive Director

Salary Range**: $55,000 - $70,000 annually**

**Function:**

The Operations Manager will plan and oversee the daily operations of the organization to ensure goals and objectives are achieved. Particularly, the position will oversee facilities, information technology, transportation and the resource and distribution center.

**Minimal Qualification:**

Bachelor’s degree in Business Management, Industrial Technology, Information Systems or related field required.

*Experience*: A minimum of three years of experience in developing logistical systems and processes. Experience in the non-profit setting preferred but not required.

**Required Skills/Abilities**:

* Excellent managerial and supervisory skills.
* Extensive knowledge of operations and production management.
* Extensive knowledge of IT systems and processes
* Excellent organizational skills and attention to detail.
* Excellent written and verbal communication skills.

**Principal Duties and Responsibilities**:

**Information Technology**

* Works with IT staff (if applicable) and IT contractors to ensure that agency IT needs are met.
* Develops systems to ensure efficient use of technology.
* Plans and organizes daily activities related to production and operations.
* Works with E-rate consultants, wireless providers and other vendors

**Facilities**

* Supervises the maintenance staff
* Determines labor needs to meet production goals.
* Determines the need for outsource versus in-house support for facility repair and upkeep
* Assists with the determination of additional facility needs and acquisition of new facilities
* Plans and organizes daily activities related to production and operations.

**Transportation**

* Supervises the Transportation Coordinator
* Works with the Transportation Coordinator to ensure agency vehicle needs are met.
* Plans and organizes daily activities related to production and operations.
* Assists with the determination of additional transportation needs and acquisition of new vehicles

**Resource and Distribution Center**

* Oversees the shipping and receiving functions of the resource and distribution center.
* Measures productivity by analyzing performance data, financial data, and activity reports.

**Management**

* Hires and trains new employees.
* Organizes and oversees the schedules and work of assigned staff.
* Conducts performance evaluations that are timely and constructive.
* Handles discipline and termination of employees as needed and in accordance with company policy.
* Coordinates with other support departments such as human resources and finance to ensure successful production operations.
* Assists with, or prepares and updates, organization’s operations manual and policies.
* Performs other related duties as required.

**Physical, Mental and/or Visual Demands**

* Must be able to sit and stand for extended periods to time throughout the day.
* Must be able to lift up to 35 lbs.
* Must be able to bend and stoop.
* Must be able to walk extended periods throughout the day for monitoring.
* Mental and visual concentration required for preparing and analyzing data using a computer.

**Acknowledgment:**

This position description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

Your signature below acknowledges receipt of this job description, and you were provided a copy to retain for your records. However, it does not create a binding employment agreement between the employer and employee and subject to change by the employer as the needs of the employer and requirements of the position change.

**I further understand that my employment with WAGES, Inc. is at-will.**

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Employee Signature Date

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Employee Name (Please Print)

\*Please send all responses to [dspann@wagesnc.org](mailto:dspann@wagesnc.org).