



EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION

Job Title:	Operations Director
Hours of Work:	40 hours per week, typically work within the hours of 8:30 - 5:00 with some flexibility as determined by the supervisor and employee. Some evening / weekend work will be required. Regular and timely attendance is an essential function of this job.
Reports to:	Executive Director
Work Location:	Primarily on site at EFAA properties with some remote work possible.

About EFAA

EFAA's mission is to provide stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community. For over 100 years, EFAA has provided a local safety net to vulnerable households, and has increasingly developed deeper programming to more systemically reduce poverty, prevent homelessness, build family resilience and create a more equitable community.

Position Summary

EFAA is a Boulder area non-profit family resource center with a broad array of safety net and family development services. EFAA currently has an annual operating budget of \$6.7 million, a staff of almost 40 and several hundred volunteers. EFAA has extensive property holdings, including 56 apartments on 7 housing sites in 4 area cities, a main administrative office which includes a food bank, and an office building annex.

As EFAA has grown, the need for operations systems management has increased. The Operations Director would have primary responsibility for the development and oversight of EFAA's operational and business functions to ensure efficiency and effectiveness in the use of EFAA resources. The position reports to the Executive Director and would have direct supervision responsibility of the office assistant, facilities supervisor and maintenance assistant.

Core Functions

Management of EFAA's purchasing and inventory systems

- In coordination with the Finance Department, manage EFAA's purchasing systems to ensure cost effectiveness, transparency and proper documentation and distribution of office supplies and equipment as well as selected areas of program-related purchases.
- Establish and maintain inventory system for IT and office equipment, including asset tagging.
- Establishment and monitoring of the office supply budget line.

Management of EFAA's information systems

The Operations Director manages the contract and performance of EFAA's IT firm and related employee interface, including but not limited to: managing the IT budget and contractor management, shared drive, intranet, distribution lists, employee passwords. The Operations Director coordinates

problem solving related to information system and networks, and serves as the main staff interface with the IT contractor, as well as purchasing and deployment of all IT-related equipment. The position is also responsible for oversight of the photocopy contractor. The Operations Director is responsible for implementation of EFAA's Document Retention Policy as well as EFAA's electronic filing system and ensures compliance with proper storage and destruction of personal identifying information across departments.

Responsibility for building operations (security, janitorial, office allocations, utilities safety)

Operations Director has responsibility for the functioning of EFAA's office environments, including but not limited to:

- Manage contract and performance of EFAA's security system including alarms, allocation of entrance codes and security cameras at all relevant EFAA sites, including provision of access and training for Housing Case Managers;
- contracted janitorial services;
- provision of necessary office equipment and furniture and allocation of offices;
- management of utility budget line and monitoring of utility utilization
- use of common spaces and storage areas; and
- issues related to safety.

Monitoring of EFAA's insurance policies

In coordination with the Finance Department, the Operations Director oversees EFAA's property and liability and vehicular insurance policies, including reviewing for adequacy and coverage, processing of claims, and implementation of systems and training to reduce risk.

Oversight of facilities, facilities staff, budget and capital programming

Develop and manage best practices for overall property management to include Landlord 123 software, licensing, and capital planning. The Operations Director works closely with the Facilities Supervisor in developing overall plans, procedures and budgets for inspections, maintenance and repairs, fire prevention system, and elevator maintenance, and supports the Facilities Supervisor in identification of contractors, securing bids, scheduling capital investments and managing invoices on EFAA's capital improvements.

The Operations Director works closely with EFAA's Housing Program Manager as a member of EFAA's Property Management Team to include review and periodic updating of EFAA's Property Management Plan, including collaboration with the Housing Program Manager to develop best practices in property management purchasing activities and facilities management.

Staff On-boarding

In coordination with the HR Manager and hiring supervisor, prepare and participate in on boarding of new staff in areas of relevance to the Operations Director, including computers, phones, building security and access, use of supplies, and so on.

Non-food, in-kind donations

Primary contact for all non-food, in-kind donations. Develop systems for the reception, logging, distribution, and storage of EFAA's non-food donations at all EFAA sites in coordination with relevant program teams.

Skills/Competencies

Required:

- Bachelor's degree required, or equivalent experience
- Minimum of 5+ years of experience preferably in operations, operational planning, business and/or property management.
- Demonstrated managerial experience in building and leading cross functional teams.
- Demonstrated experience in negotiating, navigating and securing contracts.
- Knowledge and experience with best practices in security systems – alarms, codes and safety.
- Prior experience managing capital improvement projects and operational budgets, expenses to include cost efficiencies
- Experience engaging with and managing volunteers preferred.
- Ability and experience demonstrating a high degree of confidentiality and integrity.
- Ability to communicate and work easily with a wide variety of people.
- Ability to establish priorities in environment of competing demands.
- Attention to detail and an ability to manage multiple projects a must.
- Requires excellent computer skills in Microsoft 365 / Teams.
- Demonstrated skills in planning, organizing, integrating information and making recommendations.
- Demonstrated effectiveness in written and oral communications, collaboration and problem solving.
- Ability to proactively initiate efforts to improve procedures within area of responsibility.
- Valid drivers' license and reliable vehicle to travel between EFAA housing sites / locations.
- Commitment to EFAA's mission of EFAA and the principals of diversity, equity and inclusion.

Compensation

This is a full-time position (100% FTE) with expected schedule of 40 hours per week. The salary range for this position is \$70,000 - \$80,000. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish speaking employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Operations Director". The position is open until filled. Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy or any protected class under applicable Federal, State or local laws that is not listed above.