

FAMILY FOCUS INC.

Job Description

OPERATIONS MANAGER

Program: Executive Administration Updated 04/2016
Status: Exempt / Full Time
Immediate Supervisor: Director
Workers Supervised: Accountant, Billing clerks, Clerical Asst., HR Administrator, Secretary/IT, Intake, Receptionist, Manager of Support Staff, Manager of Therapist staff

POSITION SUMMARY

Supervises and coordinates fiscal and business functions, including general accounting, accounts receivable, accounts payable, cash disbursements, and financial statements for Family Focus Inc., and Focus Properties. Responsible for providing ongoing professional supervision to assigned service staff including, Billing, Intake, Accounting, Human Resources, Receptionist, IT/secretarial, Clerical Assistant, Manager of Therapy staff, Manager of Support Staff, including orientation, evaluation, and performance. Maintains ongoing communication with the Director and Board of Directors

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES

Essential job functions / listing all physical and mental demands of the job are as follows:

Overview of Responsibilities:

- Serves as supervisor for support services for agency operations including Affiliate Corporations. Reports to the Family Focus, Inc. and Family Focus Properties Board of Directors
- Performs administrative control and executive action at a professional level acceptable to the Board
- Is committed to the mission of the organization and has both an understanding and dedication to providing services to those requiring counseling, family support or other assistance for the improvement of their family relationships.
- Maintains up-to-date working knowledge of trends in human resource and personnel management, accounting, IT.
- Analyzes complex data, develops alternatives and provides leadership and direction
- Works with a wide range of persons, including voluntary Board, staff, community leaders, government representatives and the Organization's community at-large.
- Has primary responsibility and oversees all administrative and support services of the Organization, including Human Resources, and personnel management, information technology, accounting, billing and accounts receivable management, receptionist, other support staff, and facilities and lease arrangements.
- Develop, maintain and oversee relationships with business associates for the following services:
 - Legal counsel, general corporate services and human resource management; banking relationships, lending, general checking and investment services; and independent CPA for outside annual audit, tax and general business consulting services.

Performance Expectations:

Service to the Board of Directors

- Effectively acts as an advisor to the Board of Directors; develops and presents appropriate corporate policies to the Board for approval
- Readily accepts and implements corporate policies established by the Board
- Keeps the Board informed in all matters pertaining to the organization's administrative activities, including risk management, human resource developments and financial reporting

Fiscal Management:

- Effectively discharges responsibility for fiscal management of the organization, including budgeting, monitoring and reporting of financial data
- Maintains an adequate system for proper accounting of funds
- Works with the Board of Directors to develop adequate resources to fund activities in pursuit of the mission of the organization

Personnel Management:

- Works with the Director and Board of Directors to develop an effective support structure to the entire operation to assure the quality and quantity of services offered
- Maintains an appropriate employee handbook which provides protections for the organization and its employees
- Develops and oversees performance review procedures for the entire organization, including policies for performance improvement and salary range metrics
- Hires, evaluates, terminates and provides development and training opportunities in a manner which assures a high level of professionalism and continuous performance improvement for all administrative and support staff
- Directly supervises and evaluates all administrative and support staff.

General Administration:

- Develops and implements all organizational policy with regard to administrative activities
- Oversees the operations of Family Focus Properties, Inc. and is responsible for planning, budgeting, monitoring and reporting on their activities
- Assures that needs of the Organization are identified to promote the mission of the Organization and protect their assets from undue risk

Leadership Attributes:

- Contributes to the organization through participation in special projects, committees, professional associations, and community service events
- Sets clear and reasonable goals and objectives in coordination with direct Supervisor or Manager based on the vision and mission of the organization and develops effective strategies to meet those goals and objectives
- Communicates with employees in a clear, concise, and accurate manner; provides ongoing information on performance indicators and gives frequent and constructive feedback
- Interprets and applies policy accurately, consistently, and timely
- Demonstrates analytical, objective approach to problem solving; demonstrates ability to make sound, feasible decisions in a timely, independent manner
- Understand and applies fiscally sound budgetary principles; meets financial goals
- Establishes realistic and measurable performance goals in coordination with employees

supervised; recognizes and rewards individual and team successes; completes employee performance evaluations on time

- Empowers employees by delegating responsibility and authority through clearly stated objectives and assigned accountability
- Involves employees in problem solving and decision-making
- Provides growth and development opportunities to employees through a combination of individual supervision, work assignments, in-service training, and other developmental programs and experiences

Additional Job Duties:

- Perform other duties as assigned by the Director
- Responsible for the return of all equipment and materials provided by Family Focus, Inc.
- Must respond to emails and voicemails in a timely manner
- During busy times, staff may be asked to work overtime

JOB REQUIREMENTS:

Education:

A Masters degree in accounting/financing, finance and management, or a CPA with two to three years experience is preferred. 2 to 3 years management experience required. Two to three years experience in a non-profit agency is preferred.

Experience/Knowledge:

- Has served as part of executive management and worked with a not-for profit agency, preferable with a human services agency.
- Has worked in managed administrative areas including human resources, accounting and IT
- Has experience in working with an outside board of directors (including recruitment, training, informing and collaboratively developing plans and policies)
- Has been an active leader and contributor in their area of expertise through participation in local, state or national organizations
- Has a solid working knowledge of nonprofit accounting principles, budgeting and reporting including GAAP (Generally Accepted Accounting Principles)
- Has a solid working knowledge of risk management in the areas of human resources, general and professional liability exposure, financial and fiduciary liability exposure, Board and Officers errors and omissions liability exposure, etc.

This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Work Environment: Work is performed in an office environment with occasional lightweight lifting up to 30 pounds, bending, stooping, sitting and stair climbing. Must be able to drive an automobile or have ability to make transportation arrangements to various locations for business purposes.

Other Requirements:

- Per grant requirements all employees must pass the following background checks:
 - Finger Print Based- National Criminal History (includes Indiana State Juvenile History) background check
 - Indiana State Limited Criminal check
 - Sex and Violent Offender Registry check
 - Local Police/Sheriff records check

- Child Protective Services History check
- Physical examination
- Drug Screen (pre hire and randomly)
- Maintain Customer service standards at all times including while functioning under pressure
- Ability to be culturally sensitive and appropriate
- Responsible for consistently protecting confidentiality of all clients, employees, and agency records
- Must be able to lift up to 30 pounds, bend, stoop, sit for periods of time, and stair climbing

General Requirements:

- Abide by strict code of confidentiality according to legal and professional standards
- Carry out goals and policies of the agencies
- Pursue professional growth through workshops, classes, reading and in-service training.

I have received, read, and fully understand this job description and its requirements. I can fulfill the essential job functions and responsibilities of this position description.

Employee Signature

Date