



Job Description: Director of Operations

Position Summary: The Director of Operations is responsible for the administration and oversight of accounting, human resources, facilities, information technology, risk management, insurance coverage, legal issues and document management. The Director of Operations works with and supports the Executive Director and the Board of Directors in accomplishing the mission of Agape Women's Clinic (Agape).

Reports to: Executive Director

Time Commitment: Part-Time, Aprox. 30 hours/week

Job Specific Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Be an active member, in good standing, with a local church
- Agrees with Agape WC's Statement of Faith, Mission Statement, and Code of Christian Conduct
- Bachelor's degree requirement (advanced degrees/certifications preferred)
- 3+ years of progressive experience
- Explicit nonprofit experience preference
- Have experience in or a general knowledge of accounting, budgeting, human resources, information technology, facility management and business operations.
- Skills: Solid working knowledge of Accounting Software (preferably QuickBooks), Microsoft Office, and Google applications. Must have excellent organizational, administrative, written/verbal communication, and interpersonal skills.
- Highly organized, self-motivated, dependable, and responsible
- Flexible and adaptable to change.
- Demonstrated decision-making, problem-solving, planning, and implementation skills.
- Demonstrated maturity, stability, confidentiality, and initiative resulting in the ability to carry out responsibilities with minimal supervision.

Physical Requirements: This position requires reaching, bending, and stretching. It requires sitting and typing on a keypad for extended periods of time and the ability to lift 25 pounds for a limited period.

Responsibilities:

Financial accounting and reporting:

- Ensure accounting program financial data is accurate and up to date to facilitate real time data relative to Agape's financial position in regard to cash flow, income and expense and balance sheet positions.
- Oversee daily operations related to financial and money management.
- Ensure compliance with local, state, and federal reporting requirements for sales tax, payroll and contractor payments, county property appraisal and workers compensation.
- Ensure appropriate cash handling and financial record keeping processes and procedures are in place to prevent misappropriation of funds. Provide recommendations and implement procedural improvements where necessary.
- Make recommendations on ways to reduce expenses and find efficiencies within Agape's operations.
- Ensure all staff or volunteers working with accounting software are trained and aware of the specific company chart of accounts and accounting management procedures.
- Ensure access to financial data and records is restricted to only those with a "need to know". Work closely with the outsourced IT firm to ensure appropriate systems access restrictions are in place and anyone accessing financial data has prior approval from the Executive Director.
- Support the Board Finance Committee at the direction of the Executive Director.
- Assist with the annual budgeting process and financial review in collaboration with and under the oversight of the Executive Director and Board Treasurer. (???)
- Support grant reporting and funder documentation.

Human Resource Management:

- Manage benefit enrollment and ensure enrollment changes are made accurately and timely.
- Track various governmental requirements such as COBRA, EEOC reporting, FMLA, FLSA, personnel documentation and employment policies and practices.
- Review payroll reports for accuracy.
- Full employee lifecycle management (recruitment → onboarding → performance).
- Maintain an employee handbook.
- Serve as an HR advisor to supervisors; Consults with legal counsel or HR professionals as needed on complex employee relations or compliance matters.

Risk Management, Insurance, Legal Issues, and Document Management:

- Review insurance policies annually to ensure adequate coverage in all areas - manage any changes or additions.
- Coordinate requests for Additional Insured insurance coverage for off-site functions.
- Manage document retention and destruction according to the company policy.
- Work with the Executive Director to establish and oversee a process for screening and obtaining background checks on all staff and volunteers.

- Assist with yearly Confidentiality reviews.

Facilities:

- Serve as the first point of contact for facility related issues.
- Conduct ongoing assessment of facilities to identify needed repairs or improvements.
- Manage leases.
- Oversee procurement of major equipment.
- Vendor and contractor relationship management.
- Vendor selection and contracts subject to Executive Director approval and organizational financial policies.

Information Technology:

- Supervise outsourced IT support to ensure that the IT functions of Agape are serving the needs of the organization.
- Supervise the outsourced IT firm who manages the IT Infrastructure development and maintenance by ensuring tools and processes are effective and efficient.

Other Responsibilities:

- Hiring, training, evaluating, and retaining competent staff to execute all functions for which this position has oversight responsibilities.
- Must exercise discretion and maintain confidentiality.
- Always interact in a Christ-like manner. Utilizes the interpersonal relationship method of “Matthew 18” as commanded by Jesus Christ.
- Other duties as assigned by the Executive Director

Physical and Environmental Conditions:

- Will spend long hours sitting or standing at the desk. Will also have to do some lifting of supplies and materials from time to time.
 - Will be in a busy, sometimes noisy office. Will be faced with frequent interruptions and must meet with others on a regular basis.
 - Must spend long hours in intense concentration and be able to handle multiple ongoing projects.
 - Will be required to occasionally drive between Agape centers or to other locations.
 - There are a number of deadlines associated with this position, which may cause significant stress.
 - Must be able to communicate clearly with a wide variety of people on various issues.
-
-

EMPLOYEE ACKNOWLEDGEMENT:

I have read and understand the position description for the position I hold at Agape Women's Clinic. A copy of the position description has been given to me for my records. I acknowledge, understand, and agree that:

1. It is to inform and assist me in the performance of my duties at Agape.
2. It does not constitute an employment contract with Agape.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.

I understand and agree that my employment with Agape is "at will" and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

SIGNATURE: _____ DATE: _____