



## Job Description –Director of Operations

Reports to:	Executive Director
Supervises:	IT, Finances and Operations Managers & Specialists
Exempt Status:	Exempt
Work Schedule:	Full-Time
Approved on:	

Bright Beginnings, Inc. is non-profit organization that operates early childhood and family learning centers for families experiencing homelessness. Our mission is to meet the needs of children and families living in homeless environments by: providing children with a safe, nurturing educational environment; preparing children to enter kindergarten ready to learn; and supporting homeless parents to stabilize their home lives and become self-sufficient.

**Summary:** This position is the Chief Operations Officer. The position is responsible for assisting in planning, coordinating, managing and operating a comprehensive two generation approach at our early learning and family development centers. The work involves operational planning and design in accordance with Federal, State and local policy, guidelines, and regulations. The position involves operational staff in the development, implementation and maintenance of the finances, IT and facilities. The position must be well versed in the Head Start Performance Standards, Title 29 of the District of Columbia Municipal Regulations, OSSE Terms and Conditions, and the National Association for the Education of Young Children (NAEYC) Accreditation Standards. The position reports directly to the Executive Director and requires the individual to act on behalf of the Executive Director.

### Essential Duties:

1. Leads operations in accordance with Head Start, Early Head Start, DHS, OSSE, DOES and other local/federal/private funder requirements.
2. Leads and implements semi-annual Program Focus Reviews in governance, management systems, safe environments.
3. Responsible for producing program reports that are shared with the Board of Directors and Policy Council, financial reports including credit card expenditures, and any other report required by the Board of Directors and Policy Council to make informed decisions.
4. Supervises the operations of the agency to assure compliance with Medicaid reimbursement, voucher and licensing procedures.
5. Responsible for working with the operations staff on coordinating the annual updates to the Service Area Plans, Policies and Procedures.
6. Responsible for the OSSE Annual Renewal Process. This includes coordinating the annual licensing visit, annual fire inspection visit, submission and follow-up of the required documentation.

7. Creates, maintains and oversees monitoring procedures, protocols, and forms related to Early Head Start/ Head Start performance standards.
8. Assists with federal, state and local reporting requirements.
9. Supervises and maintains accurate written/electronic records.
10. Provide financial strategy and facilities management in accordance with the organization's strategic goals
11. Develop and implement more sophisticated policies and procedures both in the finance and general operational functions.
12. Lead the following functions: operations, finance, and facilities teams.
13. Advise the executive director and other key members of senior management on financial planning, budgeting, cash flow, investment priorities, developmental strategies and policy matters.
14. Serve as the management liaison to the finance committee; effectively communicate and present critical financial matters at select board of directors and committee meetings.
15. Maintain continuous lines of communication, keeping the executive director informed of all critical issues.
16. Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures for operations teams which include facilities and IT.
17. Plan, coordinate, and execute the annual budget process.
18. Monitor the overall budget.
19. Comply with nonprofit finance and accounting regulations.
20. Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
21. Establish and monitor staff performance and development goals, to evaluate results.
22. Oversee facilities maintenance as BBI provides a safe and nurturing environment to the children and families we serve.
23. Improve administrative and operational accounting services such as treasury management, 403b plan, grants payment processing, payroll, accounts payable, and purchasing.
24. Other duties as assigned.

**Qualifications:**

1. Mission and culture alignment;
2. Advanced degree in business administration, law, or nonprofit management;
3. At least five (5) years as a supervisor. Experience may include program administration, supervising personnel or any equivalent combination of related training and experience;
4. Excellent organizational, time management and communication skills;
5. Strong written and verbal communication;
6. Knowledge of leadership theory and change management preferred;
7. Strong analytical skills with experience providing data analysis to both technical and non-technical audiences;

8. Track record of establishing effective working relationships with colleagues at all levels across teams;
9. Must have the ability to maintain a cooperative, diplomatic working relationship with co-workers, supervisors, families and the community;
10. Must demonstrate flexibility in work settings, maturity of judgment and ability to work collegially;
11. Strong computer skills with expertise in Windows-based programs, such as the Microsoft Office Suite;
12. Must have DC local and Federal criminal record clearance, Child Protective Register check status and substance abuse testing; and
13. Documentation of Tuberculin-free condition and health screening on an annual basis.

**Physical Demands:**

- Be able to lift 25-50 lbs.
- Be able to walk, squat/kneel, sit on floor, see, hear and speak.
- Be able to raise objects from a lower to higher location or moving objects horizontally from one location to another.
- Be able to sit for extended periods of time in front of a computer.

**Employee Acknowledgment:**

The job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management, at its sole discretion, reserves the right to change, alter, and/or otherwise modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type or kind. Employment at Bright Beginnings is strictly on an at-will basis.

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EMPLOYEE SIGNATURE

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DATE

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SUPERVISOR SIGNATURE

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DATE