



Building
strength, stability,
and self-reliance
through shelter.

Job Description

Position Title: Operations Director

Reports To: Executive Director

Status: Full-Time/Exempt

Hours: Monday-Friday/Some Nights and Weekends

Position Overview: This individual is responsible for providing leadership to the organization to fulfill its mission and management of HFHB resources as they relate to Operations of the affiliate. The Operations Director is responsible for planning, strategy, management and implementation of systems and processes to increase efficiencies and impact in employee benefits, fleet maintenance, IT, office equipment, and facilities; to develop a cohesive talented team and organizational capacity; and to help the affiliate serve more families so that everyone has a decent place to live.

Essential Duties and Responsibilities:

- Works closely with Executive Director and staff leadership team to develop strategic and operational plans.
- Works closely with Executive Director to set measurable goals including but not limited to: budgeting and staffing.
- Lead the performance management process that measure and evaluates progress against goals for the organization.
- Assists the Executive Director with special projects as needed.
- Works closely with the affiliate's Professional Employment Services Company (currently ESC) to administer benefits including health insurance, file management, activation of coverage, etc.
- Manage all insurances for the affiliate including all insurance claims and incident reporting
- Manage the affiliate's fleet and facilities, including but not limited to maintenance, repairs, inspections, and registrations
- Manage the affiliate's IT needs including but not limited to office and work from home equipment
- Assists in preparation of risk management policies, as well as policies and procedures for personnel and finance.
- Oversee negotiation of all vendor contracts including purchase and/or rental of fleet, facilities, contact management system (Salesforce), IT and phones.
- Analyze the current technology infrastructure and financial systems and identify improvements that support the growth of specific programs and the affiliate overall
- Create and oversee process to ensure vehicle maintenance, inspection and insurance coverage
- Create and oversee process to ensure building maintenance, safety, security and insurance coverage
- Attend monthly board meetings providing timely and accurate data on which strategic decisions can be made. Serve on several subcommittees.
- Manage standard operating procedures (SOPs) for the organization, supporting departments where needed to create and document efficient procedures



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- Manage the Salesforce database, including technical support, field and campaign creation, reporting, and maintaining accurate organizational lists and reports
- Manage the Operations & Capital Improvements budget
- Supervise the Office Administrator position to ensure accurate and timely management of office administrative operations
- Supervise the Accounting Manager position to ensure accurate and timely financial statements and customized reports in Salesforce and QuickBooks to assist departments in reporting.

Required Qualifications:

- Bachelor's Degree and 5 years relevant work experience in management or leadership roles required
- Thorough understanding of finance, systems, and executive leadership; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems and human resources
- Proven track record of exceeding goals and a bottom line orientation; demonstrated ability to consistently make good decisions through a combination of analysis, experience and judgement.
- High level of business acumen including successful P&L management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and reactive resourcefulness
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Ability to effectively build organization and staff capacity, developing workforce and the processes that ensure the organization runs smoothly
- Exceptional capacity for managing and leading people with an ability to enforce accountability.
- Enjoys working hard and looks for challenges.
- Evenings and weekend work required
- Some local travel in Buffalo
- State and national training opportunities possible

Please email your resume and cover letter to Teresa Bianchi, Executive Director, at ExecDirector@habitatbuffalo.org.

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