

Cass County Council on Aging

Job Description

Job Title: Site Operations Director

Job Summary: Under supervision of the Executive Director and Assistant Executive Director, carries out the duties of overseeing the Dowagiac Site to meet the needs of older adults in Cass County.

Nature and Scope of Job: To plan, organize, and direct the overall operation of the Dowagiac Site. Close cooperation will be required between this position and the other departments to achieve the department's goals. A key factor for this position will be maintaining high visibility in the community for the promotion of programs, and ensuring that these programs and activities meet the interests of our customers and that both the mental and physical well-being of our customers are maintained.

Essential Job Functions:

1. Program Management:

- a. Plans, directs and accomplishes the regular operations of the Dowagiac Site within established guidelines and procedures.
- b. Coordinates with other community agencies and organizations to ensure broad utilization of local resources in conjunction with programs for older adults.
- c. Works toward high visibility of the programs and maintenance of positive public relations, such as news release articles for the monthly newsletter, presentations, etc.
- d. Assists participants occasionally with limited information and referral assistance. Refers participants to Home Care Director, Special Respite Care Director or Food Service Director for in-depth assistance.
- e. Participates in meetings to develop financial, personnel, management and team building skills.
- f. Assists the staff in knowing and understanding the organization's policies, procedures and mission.
- g. Assists staff at the Site with public relations, participant recruitment and program planning.
- h. Maintains a favorable working relationship with all other company employees and volunteers to foster and promote a cooperative and harmonious team environment and integrate the Site with the other COA facilities.
- i. Coordinates with other Department Directors to schedule rooms within the center for various agency and community functions.
- j. Identifies areas of improvement and implements them.
- k. Organizes, directs and evaluates the activity programs in the site.
- l. Plans and organizes various functions outside of the center.
- m. Follows the agency's safety and health procedures to ensure safe work practices.
- n. Sets up, rearranges and tears down rooms.
- o. Participates in evening and/or weekend activities as needed.

2. Supervision of Personnel:

- a. Performs all necessary supervisory functions of the employees and the volunteers.
- b. Ensures proper training of personnel and volunteers by coordinating with Director of Human Resources and Volunteer Services.
- c. Fosters a cooperative working climate conducive to maximizing employee and volunteer morale and productivity.
- d. Evaluates job performance of staff and volunteers.
- e. Works with Director of Human Resources in the selection of new staff.
- f. Participates in staff and team meetings as required.

3. Reporting:

- a. Provides written and/or oral reports of the programs and activities at the site as required.

4. Financial:

- a. Prepares the budget for the Site in conjunction with the CFO and Executive Director.
- b. Prepares petty cash reimbursements and invoices for monthly billing as necessary.
- c. Completes the necessary financial reporting forms for grants, as required.
- d. Works with Director of Development and Community Relations to identify and develop grant applications for the Site.
- e. Contracts with and prepares invoices to instructors, entertainment, health screening personnel, travel companies and room rental customers.

5. Department Director Responsibilities:

- a. Be a primary representative of the Council on Aging
- b. Be in the building to greet customers, caregivers, and potential customers interested in knowing more about the services we offer, except when other job responsibilities take you outside the building.
- c. Be available to work evening or weekend functions when needed.
- d. Be involved in at least one community organization.
- e. Speak to community groups when needed.
- f. Participate in continuing educational opportunities for professional growth and development.

Minimum Qualifications:

Education:	This position prefers a Bachelor's degree in one of the following: Business Administration, Operations Management, Organizational Development, Gerontology or equivalent experience.
Experience:	Three plus years of progressively more responsible experience in program coordination, or human services. Previous senior center administration preferred. Skills in communication, public relations, gerontology and staff supervision is highly desired. Experience supervising and coaching a staff.
Other:	Use of a car is necessary.
Certifications:	Must maintain current CPR, First Aid and AED certification.

Skills and Abilities:

1. Ability to relate well with people and to motivate staff and volunteers.
2. Strong computer skills, especially in MS Word and Excel, and troubleshooting skill is mandatory.
3. Strong analytical skill is required for the daily operations of the Site.
4. Must have at least a basic knowledge and understanding of rudimentary accounting.
5. Ability to work as part of a team with minimal supervision.
6. Flexibility in scheduling
7. Sense of respect for customers and the ability to maintain confidentiality of client situations.
8. Ability to organize work and complete assigned tasks.
9. Ability to communicate with customers, volunteers and staff.
10. Ability to exercise good judgment.
11. Ability to work under pressure in a fast paced environment.
12. Ability to maintain a calmness, patience and good sense of perspective under sometimes very difficult circumstances.
13. Possess basic knowledge of community resources as they relate to human services.
14. Ability to communicate both orally and in writing.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They also reflect the minimum skills and experience levels associated with performing the essential job functions. They are not intended to be an exhaustive list of all duties, skills and responsibilities of personnel in this position. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with job related selection or promotional criteria.

Physical Requirements

Ability to travel throughout the county and surrounding areas.

Ability to enter and retrieve information from the computer.

Ability to access office files.

Ability to lift and carry files, notebooks, and materials weighing up to 50 pounds.

Ability and strength to set-up and tear-down tables and chairs, including moving them from one room to another.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

Working Conditions:

Works in office and center conditions.

Travels throughout the area to attend off site functions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Date: _____
(Executive Director)

I attest that I have read, understand, and received a copy of this job description and am able to carry out the responsibilities as listed.

Employee Signature: _____ Date: _____

FLSA Status: Salary, Exempt
Professional I
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