

Urban League Twin Cities Job Description

Job Title: Director of Operations	FLSA: E	Level:
Department: Administration	Department.: Human Resources/Facilities/Information Technology (IT)	
Reports to: President & CEO	Number of Direct Reports: 3	

Mission: We are unapologetic and relentless advocates for equity, justice and power for African descendants.

Vision: We envision a future in which African descendants are fully engaged, empowered and invested in the success and well-being of the Twin Cities metropolitan area.

Position Overview:

The Director of Operations is responsible for managing Human Resources, Facilities and Information Technology functions for the Urban League Twin Cities (ULTC). **Human Resources** responsibility includes planning and implementing policies and processes for staffing, compensation, benefits, training, employee relations, safety and compliance. This position supports organizational goals and advises leadership on all HR related matters, providing broad and current subject matter knowledge, including expertise in federal, state and local employment laws. Prepares operating budget for HR. Maintains a HRIS or other system for data and reporting on HR activity. **Facilities** responsibility includes management and oversight of the design, planning, construction and maintenance of the organization's facilities and property. Responsible for developing facilities budgets and long-range plan. Oversees the functioning of all building systems including mechanical, electrical, fire/life safety, plumbing, and waste management. Monitors budgets and approves contracts. Supervises reception and custodial staffs. Ensures building operations comply with all local laws and regulations pertaining to zoning, operations and environment. Directs and supervises **IT** function, including oversight of contracted services. Provides support and assistance to staff and administration in service of the organization's technological requirements.

Major Job Functions & Responsibilities:

Human Resources: Guides and manages the overall provision of Human Resources services, policies, and processes for the organization, including:

- Recruiting and staffing
- Performance management and improvement systems
- Regulatory compliance

- Employee orientation, development, and training
- HR policies and procedures
- Employee relations
- Compensation and benefits
- Safety, wellness, and health.
- Staff and tenant communications.
- Liaison to Board Human Resource Committee.

Facilities: Manage and supervise building and grounds, staff accommodations, leasing and tenant relations, and events, including:

- Supervise reception and custodial staffs
- Manage building preservation and conservation, renovations and repairs, maintenance and grounds upkeep
- Maintain full occupancy of available space; manage lease arrangements for multi-year and month-to-month tenants
- Maintain and monitor security systems
- Monitor and maintain building structures and electrical, plumbing, elevator and other systems
- Maintain and procure workstations and office furniture
- Maintain system to create, assign, monitor and record identification badges for staff, tenants and guests
- Establish and manage facilities budget
- Establish, maintain and monitor cleaning and safety protocols consistent with CDC, state and local public health guidelines

Information Technology (IT): Establish, monitor and maintain information technology systems and services, including:

- Work with IT consultants to identify technology needs for the organization
- Assess and monitor IT infrastructure and security
- Recommend and implement IT platforms and procedures to increase efficiency, enhance workflow and improve productivity
- Recommend and procure systems to protect client data from outside infiltration through encryption, secure data storage and other means
- Supervise installation of new hardware and software and help train employees on its use

Required Qualifications, Knowledge, Skills & Abilities:

- Minimum of 5 years Human Resource management experience
- Minimum of 3 years' experience managing/supervising building operations and/or maintenance, or 3 year' experience providing or supervising IT services for a small or midsized organization
- Minimum of 2 years' experience working for a non-profit organization
- BA degree in Business Administration, Non-profit Management, Human Resources or related field
- Experience and ability to work collaboratively in cross-disciplinary teams and with racially and culturally diverse internal and external constituencies
- Proven ability to improve organizational productivity and effectiveness

- Strong writing ability
- Effective oral communicator
- Ability to formulate and communicate technical concepts to non-technical staff and end users
- Experienced supervisor

Preferred Qualifications:

- Master's Degree in Business Administration, Non-profit Management, Human Resources or related field
- Experience managing, supervising and/or providing IT services

Compensation:

- Salary range: \$58,000 - \$72,000