

TUCSON AUDUBON SOCIETY

Administration

TITLE: Operations Director

FLSA Status: Exempt, Full time

REPORTS TO: Executive Director

DATE REVIEWED: March 2018

SUMMARY: The Operations Director takes a senior role in the organization and partners with the Executive Director in overall management of operational and facility needs. The Operations Director manages Tucson Audubon's operations activities, human resource vendor management, IT vendor, Nature Shops, and operations communication.

TO APPLY: Please send a letter of interest and resume to Executive Director Patti Caldwell at pcaldwell@tucsonaudubon

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Has primary responsibility for ensuring consistent maintenance and improvements at all Tucson Audubon locations and Audubon equipment and vehicles, including coordination of repairs and long-term planning for capital improvement needs
- Oversees the activities of the Nature Shops, providing analysis, ensuring goals and outcomes are developed, understood and carried out, appropriate inventory is tracked and maintained, and best practices are put in place to maximize efficiencies and net margin.
- Ensures that TAS employee benefits remain competitive in the nonprofit market and that TAS costs are minimized. Acts as liaison with benefits broker to ensure benefits plans are reviewed, updated and approved each year, and that benefits broker and Human Resources vendor are in communication.
- In collaboration with finance staff, researches and maintains appropriate insurance to meet agency liability needs, and maintains primary relationship with insurance vendors
- Maintains legal documents required by Tucson Audubon such as liability waivers, photo release waivers and updates policies as necessary to address Tucson Audubon requirements of such documents
- Manages the organization's IT needs, serving as the point of contact for the IT vendor, and ensuring the maintenance and upkeep of an IT hardware and software IT inventory and plan for continuous improvement
- Secures and manages contracts with phone vendors
- Acts as main point of contact with the Human Resources vendor, and liaises with Executive Director, to ensure employee programs, procedures and processes are in alignment with the organizational structure; job descriptions are kept up to date, employees are appropriately onboarded, and that employees feel adequately supported by vendor

- Retains back up personnel, archival and administrative files in conjunction with Executive Director, including job related materials such as offer letters, disciplinary letters, yearly review forms, employee legal documentation, etc. and ensures information is maintained with confidentiality. Provides pertinent payroll and personnel file information to the Human Resources vendor and the Executive Director as needed or as changes are made
- Oversees new employee administrative needs such as keys, desk space, computer and phone system set up, either directly or through staff. Analyzes best use of office space and coordinates office moves, as needed
- In collaboration with the Executive Director, develops and executes systems to monitor and improve staff satisfaction in the workplace
- Assesses and implements process improvements and innovations to organizational systems
- With the Executive Director, works to implement, monitor and evaluate institutional policies, strategic plans, goals and systems
- Participates in budget planning and review for the organization and programs under Operations
- Acts as responsible signer on Tucson Audubon reimbursement reports, invoices and banking accounts and assists with Accounting transfers as needed
- Ensures clear and consistent communications to staff as needed in relation to Tucson Audubon Operations

OTHER RESPONSIBILITIES:

- May lead and/or support short term operational projects
- Participates as needed in supplying information or writing articles for the society newsletter or social media outlets
- Supports Tucson Audubon events as needed and as deemed appropriate by the Executive Director

SUPERVISORY RESPONSIBILITY

This position supervises the Nature Shop staff and may oversee other staff or volunteers in relation to operational needs.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- This job operates in a professional office environment, mainly out of the Historic Y location, and will be required to drive to other office locations as necessary.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners and filing cabinets.
- While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear; use hands to handle or feel; and reach with hands and arms.
- This employee may need to lift up to 30 lbs

EDUCATION, EXPERIENCE, COMPETENCIES REQUIREMENTS

- Bachelor’s Degree in applicable field preferred, or Associates Degree combined with at least 5 years operations or office management experience
- Strong working knowledge of non-profit operations management
- Strong working knowledge of modern management practices, human resource and organizational development principles, and effective and proven ability in administration and guidance of staff
- Ability to facilitate and develop a healthy positive workplace culture, and act as intermediary between outside contractors and staff if needed
- Strong working knowledge of, and comfort with, internet use, e-mail, Microsoft Word, Power Point and Excel. Experience with retail management software preferred.
- Ability to juggle multiple tasks with positive attitude and good humor
- Understanding of and commitment to the organization’s mission, goals, and values.
- An interest in birds, natural history, and wildlife conservation.
- Valid Arizona Driver’s License

This job description is not designed to cover or contain a comprehensive listing of activities and details required for each duty listed above. Detailed work plans should be developed with the manager and designed around the duties listed above and should address program and organizational goals.

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee Name _____

Employee Signature _____ Date _____

This position has been reviewed and accepted by management:

Executive Director _____ Date _____

Tucson Audubon Society is an Equal Opportunity Employer