EARLY LEARNING COALITION
OF ORANGE COUNTY

JOB DESCRIPTION

Job Title:	**Operations Manager**
Reports to:	Chief Operations Officer
Supervises:	Yes
Job Code:	065
FLSA Status:	☒ exempt ☐non-exempt ☒ full-time ☐ part-time
Salary Ranges:	$66,000

Position Summary:

The Operations Manager is a highly responsible position tasked with managing the daily operations of the Coalition. Strong interpersonal skills, and positive interaction with employees, is a must. The Operations Manager will ensure equipment, computers, communication devices, and furnishings are in working order and will promptly address issues relating to equipment failures, issues, and needs of staff. This position will work closely with CMIT to ensure IT equipment is properly working, routine maintenance is performed, and a replacement schedule is developed. The Operations Manager will coordinate with the property management/leasing agency to report issues, request routine and emergency repairs, and will ensure the facility is clean, safe, and secure for staff.

Essential Job Functions

Operations and Administrative Functions:

- Manage the daily operations of the ELCOC.
- Oversee the reservation system and calendars for conference/training areas and ensure all are accurate and maintained professionally.
- Submit tickets for office repairs and will serve as the point of contact for office repairs.
- Provide assistance to and oversee the coverage schedule for the reception area.
- Ensure technology requirements, equipment, and platforms (Zoom/Teams) for board meetings and events are secured and working properly in advance of scheduled meetings.
- Coordinate the set-up and breakdown of training rooms for board meetings and events.
- Supervise the maintenance and alteration of office areas and equipment, as well as layout, arrangement, and housekeeping of office facilities.
- Identify initial and replacement needs for furniture and office equipment.
- Supervise the maintenance of office equipment, including copier, fax machine, etc.
- Facilitate, with approval, requests for new locks and re-keys for the office area.
- Oversee the effective and efficient operation of the conference rooms, training, and storage areas.
- Implement operations-related policies and procedures and enhance security measures to provide a safe work environment for all staff.
- Train and work closely with assistants and support staff in cross-functional areas, as needed.
- Prepares special reports and performs other duties as assigned related to ELCOC needs.
- Help establish priorities and assist in resolving problems related to day-to-day operations.
- Perform executive-level support functions for the COO.

- Provide support for Coalition meetings and events as required.
- Promote a culture of positivity and high achievement.

IT Support Functions:
- Ensure all employees and others accessing ELCOC client data maintain necessary security signoffs.
- Lead the software committee.
- Coordinate the installation, modification, and maintenance of ELCOC computers and related systems through CMIT.
- Coordinate the timely installation, upgrades, and backup of software and hardware applications through CMIT.
- Coordinate troubleshooting of software and hardware failures through CMIT.
- Oversee and coordinate office and IT-related training needs for coalition staff.
- Provide recommendations to Leadership on the technology needs of the ELCOC.
- Work closely with CMIT to assist staff in adapting technology to fit individual assignments and needs.
- Maintain documentation and records on the ELCOC network: ensure IT-related policies and procedures are up to date in accordance with the Florida Office of Early Learning requirements. (Including IT Networking and phone systems, login information, and physical layout of the network.)
- Coordinate with CMIT to terminate access and usage of computers of employees no longer employed by ELCOC.
- Adhere to all laws and government regulations regarding the use of computers/the internet.
- Create and maintain system documentation, user manuals, and other technical records required to support IT functions.
- Maintain accurate and orderly storage of the office, IT, and ELCOC inventory and equipment.
- Ensure a supply of backup tech and peripheral devices are on hand to support staff in need.

Supervisory Responsibilities
- Demonstrate excellent leadership skills and exhibit a positive attitude.
- Ability to collaborate in a constructive and positive manner to build employee morale.
- Supervise assigned personnel and assist with functions as needed to cover absences or meet deadlines.
- Complete evaluations on subordinate staff and approve timecards and requests for leave.
- Mentor and develop team members using a supportive and collaborative approach, set annual performance and development goals and ensure accountability for achieving goals.

Qualifications:
- Knowledge of Microsoft Office Professional products (Excel, Word, Access, Outlook, PowerPoint, etc.).
- Knowledge and basic support skills related to computer hardware, software, and information systems.
- Proficient in operating and using personal computers and computer software applications (Microsoft Office Suite). Ability to navigate the Internet.
- Experience in budgeting, inventory, and personnel procedures.
- Knowledge of Abila Fund Accounting to review and approve timecards.
- Experience in office administration.
- Knowledge of the English language with the ability to communicate clearly and concisely, both orally and in writing.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge and ability to train others in customer service techniques.
- Ability to work collaboratively and foster teamwork amongst cross-functional teams.

- Ability to identify and solve problems and deal with a variety of variables.
- Strong attention to detail and accuracy.
- Ability to maintain a high level of confidentiality.
- Understand and follow oral and written instructions and make mathematical calculations.
- Ability to work and communicate with people from various multicultural backgrounds and different socio-economic levels.
- Sensitivity to the needs, abilities, beliefs, and attitudes of individuals within and outside the ELCOC, including but not limited to clients and co-workers.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Ability to establish and maintain effective working relationships with a variety of constituents.
- Must possess a valid Florida Driver's License with the ability to travel to off-site locations.
- Ability to work flexible/hours schedule i.e., occasional Saturdays, or evening hours.
- Professional appearance and presentation.
- Occasional lifting of office equipment and supplies of less than 30 pounds.
- This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Education and Experience:

- Bachelor's Degree in Business, Public Administration, or related field with five (5) years of supervisory experience preferred.
- Basic knowledge of IT infrastructure and ability to coordinate support as required through CMIT.
- Experience in budget management, forecasting, and sourcing.
- Excellent communication and interpersonal skills.
- Ability to communicate in English and in Spanish both verbally and in writing preferred.
- A comparable amount of training, education, or experience may be substituted for the above minimum qualifications.

This job description **(Operations Manager)** was reviewed by HR and the C.E.O.

H.R.	Signature	Date

C.E.O.	Signature	Date

Employee:

I, _____ have read and understand the contents of this job description. I understand this is a general description of my responsibilities and may not include other duties that may be assigned as necessary. ELCOC reserves the right to change or amend this job description.

Printed Name	Employee Signature	Date