



POSITION TITLE:	Operations Director
FLSA:	Exempt
REMOTE:	In-Person
MEDICAID:	Yes
CREATED DATE:	NEW
REVISION DATE:	03/13/2024

POSITION SUMMARY

The Operations Director leads administrative support services for the agency's main center and provides supportive leadership to the front desk administrative specialists. This role is responsible for managing the agency's vendor relationship for IT support, tracking assets, managing the vehicle pool, monitoring licenses and software agreements, and coordinating phone systems, workspace assignments, and operational contract oversight.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

REQUIRED COMPETENCIES

Collaboration: Seeks input and perspectives from others to enrich problem-solving processes. Facilitates productive discussions and encourages diverse viewpoints. Builds consensus around projects and solutions through effective communication and negotiation.

Communication: Actively listens, expresses ideas and information clearly verbally and in writing, and adapts communication styles to different audiences. Fosters an environment of open dialogue, transparency, and understanding. Promotes collaboration and trust among employees and leadership.

Integrity: Demonstrates honesty and ethical principles. Integrates CSS's values through the department and organizational policy. Committed to doing what is right, not necessarily what is easy. Does what they say they will do. Fosters trust and reliability.

Business Acumen: Understands how operational and administrative services align with CSS's strategic plan and organizational goals. Able to analyze metrics, comprehend financial implications of decisions, and proactively develop solutions.

Problem Solving: Identifies and analyzes problems or challenges systematically, breaking them down into management components. Utilizes data and evidence to inform decision making.

Teamwork: Interacts with people effectively. Encourages and respects the input of all team members. Communicates openly and honestly. Cooperates with the team and across the agency. Supports group decisions and puts group goals ahead of personal goals.

Knowledge:

- Knowledge of all standard office equipment, including printers and phone systems.
- Knowledge of information technology and conferencing equipment.
- Fully proficient in Microsoft Office and Excel.
- Knowledge of key systems, finance systems, and assets control systems.

Skills:

- Skilled in people management and supportive leadership.
- Skill in troubleshooting IT and Audiovisual equipment.
- Skill in working in inventory and work order systems.
- Strong problem-solving, critical thinking and decision-making skills.
- Customer service and interpersonal skills.
- Project management skills, including organization, planning, time management and prioritization.

RESPONSIBILITIES:

Leads the Debarr center front desk administrative specialists who are often the first point of contact for clients and members of the community. Directs administrative tasks including office equipment maintenance, ordering office supplies, and reception. Builds a supportive and collaborative team environment that fosters a learning mindset and builds capacity for future career growth.

Collaborates with leadership to support operational needs. Creates, implements, and updates processes and procedures to maximize efficient operations and support services. Assists employees in navigating internal processes and contacts.

Serves as the main point of contact for the agency's tenants, IT vendor, and various contractors. Works with the Facilities team and property management as appropriate to coordinate services. Manages office vendor relationships for Debarr building, including for printers, janitorial services, security, and towing services.

Primary point of contact with external IT vendor for over 246 workstations located across 10 facilities. Provides in-person support where necessary for basic IT issues. Manages the agency's IT ticket system, ensuring thorough communication on follow-up actions.

Manages the procurement and assignment of IT equipment. Organizes and tracks IT related equipment. Coordinates with the Recruiter on issuing equipment to new employees. Coordinates and updates phone systems; prepares agency directory and updates the Active Directory in coordination with the IT vendor.

Manages security and badge access, door codes, keys, and key cards for the Debarr and 3710 locations. Coordinates with the HR Recruiter on assigning access to new employees.

Provides support to the Facilities Director in maintaining the work order system by helping to provide responsive communication and follow-up to safety and maintenance requests.

Participates in the Safety Committee as a representative for the Debarr building. Provides support on Debarr safety issues received through the safety and maintenance ticketing system.

Prepares check requests and manages credit card statements for operations departments. Prepares checks requests for various items including phone bills, copier leases, copier maintenance agreements, IT Admin invoicing, wireless phones, land lines and internet.

Manages a small fleet of agency vehicles. Maintains a Vehicle Expense Pool to capture usage-costs. Purchases and sells vehicles on behalf of the agency.

Manages agency assets for administrative departments including office furniture, equipment, licenses, and software agreements. Develops a plan for overall asset management across the agency and all locations.

In partnership with leadership, coordinates workspaces, office assignments, and conference rooms within Debarr building.

Manages operational contracts, including leases, property records, and insurance in coordination with the Finance team.

May act as backup coverage for the front desk (answering phones and greeting clients, posting, sorting, and distributing mail).

Other duties as assigned.

MINIMUM QUALIFICATIONS:

Minimum Education Requirement: Bachelor's degree in business administration or related field. Four (4) years of experience may substitute for the degree requirement.

Minimum Experience Requirement: Two (2) years' experience managing administrative operations.

A relevant combination of education and experience may be considered.

WORK ENVIRONMENT

Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Travel out of Alaska is rare. Frequent travel within the Municipality of Anchorage is required. Occasional travel to the Matanuska-Susitna Borough is required.

Location: 4600 Debarr Road, Anchorage, Alaska.

_____ Employee Name	/	_____ Employee Signature	_____ Date
_____ Supervisor Name	/	_____ Supervisor Signature	_____ Date