



Operations Manager Job Description

Affiliate Information:

If you are looking for a career that has meaning, and desire to work for an employer that is impacting Genesee County, we are interested in talking to you about our open Operations Manager position. Our vision is: A world where everyone has a decent place to live, and our mission is: Seeking to put God's love into action, Genesee County Habitat for Humanity brings people together to build homes, community and hope. A successful candidate will be expected to uphold the values of Genesee County Habitat for Humanity:

Integrity – In all of the business we conduct, we conduct ourselves with integrity. This means doing what is right even when no one is watching. We believe in treating others the way we would like to be treated – with empathy, kindness, and compassion. We hold ourselves to a gold standard of honor, ethics, and moral principles both individually and as an organization in the community. This includes maintaining consistency and dependability when interacting with the people that we serve in all departments of our organization, with our coworkers, and with our partners – ensuring that assets entrusted to us are used responsibly and consistent with their intended use.

Compassion for All – Throughout the divisions of our organization, we believe in approaching our objectives with compassion for all. This means absolutely no exceptions – absolutely all-inclusive. We believe in treating everyone we encounter as they are family, treating them with respect, and treating them as we would like to be treated. We believe that by this approach we can offer a hand up to everyone we encounter, regardless of their situation, by meeting them where they are with an outstanding level of compassion.

Leadership – We believe in setting the example for leadership both as an organization in our community and individually in our departments – defining our objectives and executing them better than anyone else. This includes establishing common goals as an organization and holding ourselves and each other accountable for achieving those goals. With leadership comes responsibility – We take responsibility for motivating and encouraging each other, mentoring when necessary to achieve the goals we have set for ourselves to be the very best in what we do.

Innovation – In an ever-evolving and changing community, we are at the forefront of this dynamic. In order to meet this challenge, we approach our program delivery with open-mindedness, anticipating opportunities to better serve the people in our community. In this, we are nimble and flexible to meet those needs. When we encounter obstacles, we employ creative solutions, concurrently evolving with our community in new and existing program delivery to best serve the needs of our community. In order to place ourselves at the forefront of this evolution, we continually strive to be more efficient. As our policies and practices continue to streamline, we are able to stay current on the changing needs of our community and meet those needs as quickly as possible.

Excellence of Service – This value runs parallel with the above Core Values. We strive to offer the absolute best products and services to our community by doing so with Integrity, Compassion for All, Leadership, and Innovation. Through achieving our goals with these values, we become providers of excellent service. We are performance-driven, striving continually to meet and exceed objectives. We accomplish our goals through teamwork and collaboration where necessary to deliver the most efficient and quality service possible. In all our programs we serve our community as thoroughly as possible and strive to exceed expectations. This includes “making it right” – If for some reason our service lacks excellence, we go the extra mile and take responsibility to make it right.

Major Responsibilities:

The Operations Manager is responsible and accountable to the Executive Director for the effective and efficient operational management of the Genesee County Habitat for Humanity affiliate including: facilities, retail operations, human resources (HR), health and safety and basic policies and procedures. Must have comprehensive knowledge and organizational skills to provide oversight of the retail operation to support the Habitat for Humanity Mission and overall success. Operations Manager must be capable of motivating themselves and others including but not limited to: ReStore Manager, Department Supervisors, all staff & volunteers, Board of Directors and Committee Members and work as a team to accomplish goals and objectives.

General Administration:

Aids Executive Director in the design and implementation of financial, operational and administrative programs. Assists in screening, hiring, and termination of staff. Provides direction, training, guidance and supervision for staff. Supports the activities of the committees, staff and board. Works closely with the ReStore Manager to oversee all store activities, including staffing, marketing, procurement of donated items and financial activities. Oversees general office operations and approves all operational and building expenditures. Contributes to the work of the construction supervisor, office staff and assists in facilitating the building program. Performs light Information Technology (IT) duties and works with consultants to accomplish IT goals.

Fund Raising and Public Relations:

Works with the Development Director to cultivate new sponsors, donors and fundraising strategies. Works with the Volunteer Coordinator to help facilitate events and all other programs. Create and contribute to the affiliate publications and website. Develop ReStore partnerships and marketing strategies that ensure its continued growth. Provide positive visibility of the GCHFH affiliate throughout Genesee County, Michigan and wherever HFHI serves.

Recruitment and Training:

In the absence of the ReStore Manager and/or with direction, fulfill any necessary administrative or operational function for the store. Assists in recruiting people from the community to volunteer. Assists volunteer coordinator with orientations for volunteers and homeowners. Assists in the arrangement of training opportunities for board, committee members and staff. In coordination with all Department Supervisors help manage policies and procedures in customer service areas, employee relations, quality assurance and safety.

Qualifications:

The Operations Manager must have servant leadership skills that are compatible with the principles and purposes of Habitat for Humanity. College degree strongly preferred with 3+ years HR, retail management and/or team leadership equivalent. Superior time-management and organizational skills and the ability to help others in this area.

Experience in administrative management, including tracking success measures, and personnel procedures. Demonstrate leadership skills. Ability to establish, foster and maintain effective working relationships with the Board of Directors, staff, volunteers, the public, and community service agencies. A working knowledge of standard business software.

Staff Support:

Effectively communicate GCHFH Mission, store objectives, and performance expectations. Ability to provide direction in a positive and affirming manner. Ability to work with and motivate employees and volunteers with a wide range of skills and abilities.

Position:

Willingness to work weekends and evenings as required. This is a full-time exempt position. Benefits include health insurance, holiday, vacation, and personal time off. Salary is \$37,500-47,500 and will commensurate with experience. We are an equal opportunity employer.

Application Information:

Email a cover letter, resume and 3 references in a single PDF to director@geneseehabitat.org **before** 5/20/22. Include your last name and the position you're applying for in the file name of your application package, as well as the email subject line. This position will be open 5/5-5/19. Candidates selected for an interview will be contacted by the end of business 5/23, and a final determination will be made the week of May 30th.