

Sister José Women's Center



*Sister José
Women's Center*

Position Announcement

Director of Operations

About Sister José Women's Center:

At Sister José Women's Center, we believe everyone can play a part in ending women's homelessness. You'll fit in with our team if you're a determined optimist with a heart for women who are homeless and alone.

Sister José Women's Center is a low-barrier center that provides women with a safe environment to recuperate from the daily struggle of homelessness and extreme poverty. The overnight program provides a safe space for women who would otherwise be sleeping outside. Sister José Women's Center is more than a place; we are a community built upon the values of compassion, dignity, and respect in a non-institutionalized setting. For many of our guests and their pets, we are home.

In the last year, the number of women we serve has increased substantially – along with the need for our services. We have expanded from 26 overnight beds to 42, and we are working to expand by another 25% in the next two years. We are seeking a professional who can build and guide system needs for infrastructure and staffing, and effectively manage this growth. You will be a key member of the senior staff.

Job Summary:

This is a unique position available for a detail-oriented project manager who enjoys taking on a challenge, building systems, procedures, and policies. The position ensures that the organization is managed and performing efficiently and effectively and is responsible for overseeing operations, maintenance, facilities, Human Resources, and bookkeeping with cooperation and assistance from the CEO.

Reports and Supervising:

Reports to the Chief Executive Officer. Supervises Facilities Manager, Human Resources Coordinator and outside accounting and HR contractors. Recommends staff position additions.

Primary Responsibilities

- Builds and strengthens Sister Jose's operational infrastructure, implementing systems and processes to support scalable internal operations and excellent program delivery.
- Reviews, analyzes, and evaluates day-to-day operations, procedures, and policies.
- Ensures work environments are adequate and safe.
- Communicates and explains new directives, policies, or procedures to staff.
- Ensure sound fiscal and human resources policies and practices.

Financial Management (25%)

- Work with outsourced bookkeeping firm to build, analyze, and present meaningful financial reports; clearly communicate monthly, quarterly, and annual financial results to leadership staff and Board.
- Implements and maintains financial management systems.
- Process payments for guest services and moving forward.
- Oversee and manage relationship with outsourced bookkeeping firm to ensure accurate and timely accounts payable and smooth, accurate, and timely monthly close process.
- Establish annual budget planning cycle and forecasting to support multi-year operational plans.
- Serve as liaison to the Finance Committee of the Board, effectively communicating critical financial matters.
- In coordination with the CEO and bookkeeping firms, leads the preparation and completion of the annual financial audit and filing of the 990 IRS return.

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Facility Operations and Procedures including technology and office systems (65%)

- Maintains and assists in development of Sister Jose Women's Center operating procedures, maintenance calendar and policies in consultation with CEO and Program Director
- Oversee supplies and inventories, and contract with services for facility maintenance.
- Oversee insurance portfolio including D&O, E&O, property, liability, and cyber.
- Oversee internal IT and computer policies, security, resources, software, connectivity, and support in-house or through an IT support vendor.
- Oversees office tools, including phone system, internet, copier, hardware and software and coordinates with contractors when repairs or maintenance are needed.

Human Resources (10%)

- Work with outsourced Human Resources firm to organize, implement, and continuously strengthen Human Resources processes, including on-boarding, off-boarding, employee relations, staff development, training, and benefits.
- Oversee and manage the timely and accurate execution of payroll, 401K administration, health benefits, and time off tracking.
- Create and support DEI initiatives to advance equity and inclusion, including developing a roadmap with clear goals, benchmarks, and action plans.
- Work with support from the Human Resources Contractor and leadership to proactively resolve all employee relations issues, including mediating and investigating complaints, grievances, and other human resources-related matters, as well as conducting exit interviews with support from an outside Human Resources contractor, supports CEO and Human Resources with Human Resource functions of the organization including maintaining job descriptions, employee records, payroll, benefits administration, and legal compliance.

Preferred Qualifications:

- Bachelor's Degree
- Minimum of two years of experience in operations and project management
- Strong computer skills, including MS Office

Skills:

- Ability to prioritize tasks and multi-task
- Strong communication skills – written and oral
- Ability to work cooperatively and collaboratively in a team environment
- Dependable and reliable
- Detail-oriented
- Must be able to pass a background check

Physical Requirements:

Must be able to lift to 20 pounds

Benefits: paid vacation accrued, paid holidays, 100% Employer paid Medical/Dental/Vision after 30 days

Salary Range: \$50,000 -\$60,000 based on applicable experience

Hours: Monday to Friday days, occasional nights, and weekends.

Apply for this position by emailing a resume and cover letter to Nicola@sisterjose.org

Sister Jose's Women's Center is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, age, pregnancy, a mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

Sister José Women's Center offers a safe and compassionate environment that honors the dignity of all women.

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