



Job Description

DIRECTOR OF FACILITY OPERATIONS

JOB SUMMARY

The Director of Facility Operations is a key member of the Willow Domestic Violence Center Team and is responsible for overseeing agency facilities, technology, compliance, asset management, insurances, and procurement to support the overall agency. The Director is responsible for the maintenance of a safe working environment and quality facilities, ensuring that programs and services have the resources and supports needed to provide top quality services to fulfill our mission. This position manages vendor contractors and directly supervises the operations and facilities staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL DUTIES

- ✓ Works with agency Directors to ensure effective and efficient cross-department functions and systems are in place and optimally functioning.
- ✓ Monitors, measures and reports on operational issues. Contributes to the evaluation and development of operations strategy and performance in cooperation with agency Directors and the Executive Team.
- ✓ Implements strategy for operational management to meet agreed organizational performance plans within agreed budgets and timescales.
- ✓ Works with and supports the Board of Directors Facility Task Force to inform facility planning and needs.
- ✓ Oversees agency insurance and compliance vendors to ensure agency has proper resources, coverage, and necessary permits.
- ✓ Oversees agency fixed asset inventory, including agency vehicles.
- ✓ Oversees Willow's warehouse and related in-kind donations.
- ✓ Oversees Willow's Pet Program.
- ✓ Oversees the Emergency Shelter Kitchen operations.

FACILITIES OPERATIONS

- ✓ Establishes, documents and institutionalizes systems to help support work of the agency including (but not limited to) processes for IT support and maintenance, facility work orders, supply ordering, feedback loops for improvement, internal communication, and in-kind donations.
 - ✓ Oversees facility needs and maintenance, ensuring necessary supplies and materials are available to support agency activities.
 - Develops and monitors a system for repairs and work requests to include status tracking to ensure timely completion and analysis over time to identify and resolve any patterns of recurrence.
 - Supervises the Lead Facilities Technician, and the Maintenance and Supply Technician.
 - Establishes a schedule for cleaning and upkeep of all facilities and ensures regular review and modifications to ensure the highest quality.
 - ✓ Maintains all appropriate documentation and inspections for equipment and facilities in adherence with guidelines.
 - ✓ Conducts operations in accordance with all certifying or inspecting agencies, including NYSOCFS, NYSDOH, and Monroe County, as well as insurance guidelines and Willow guidelines/procedures. Ensure passage of all inspections.
 - ✓ Establishes a routine/preventative maintenance program to ensure cost-effective, consistent, and proper functioning of equipment and facilities (e.g. elevator, HVAC, emergency generator, etc.).
 - ✓ Establishes and coordinates the administration of the Willow safety program, in accordance with applicable regulations, to ensure that Willow is a safe and healthy place to live and work.
 - ✓ The Director will supervise the Supply Specialist who organizes and maintains Willow's warehouse operations, which support both Shelter operations, as well as providing necessary and essential items for clients in both residential and non-residential programs.
 - ✓ The Director will supervise the Pet Program and Operations Lead, maintaining oversight of the Pet Program, as well as all general supply purchasing activities.
 - ✓ Oversee the operations of the Shelter Kitchen, to include supervision of the Kitchen Administrator, as well as ensuring food purchases meet agency budget parameters.
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OTHER DUTIES AS ASSIGNED

- ✓ Serves as a member of the Directors team to inform agency policy, strategic decisions and implementation.
- ✓ Represents the agency at the Director's level at Agency events.
- ✓ Maintains confidentiality and completes all job functions ethically and in a culturally competent manner.
- ✓ Attends and participate in pertinent agency meetings and training.
- ✓ Any other duties as assigned.

REQUIRED QUALIFICATIONS

- ✓ Bachelor's degree in business or related field preferred
- ✓ 7 years' related experience required
- ✓ Management and operational experience in a non-profit setting preferred.
- ✓ Adaptable and flexible.
- ✓ Excellent project management skills with experience in managing and supervising administrative projects.
- ✓ Excellent organizational and communication skills.
- ✓ Experience with basic financial management skills including developing and monitoring budgets and financial reporting.
- ✓ Ability to prioritize work, meet deadlines and produce quality results on time with attention to detail.
- ✓ Availability to respond to after-hours requests as dictated by the business (Willow is an emergency services provider and is open 24 hours a day, 7 days a week).

ADDITIONAL INFORMATION

- ✓ Department: Finance and Administration
- ✓ Location: Shill Family Building
- ✓ Reports to: VP of Finance and Administration
- ✓ Hours/Status: Full-time / Exempt
- ✓ Pay Range: \$72,000-\$77,000 annually

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦ Mail: P.O. Box 39601, Rochester, NY 14604 ◦ Email: HR@willowcenterny.org

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.