

FAMILY RESOURCES, INC.
POSITION DESCRIPTION

Position Title: Business Operations Supervisor	Program: Administration
Position Level: Supervisor	Reports To: CFO

POSITION FUNCTION/OVERVIEW:

The role of the Business Operations Supervisor is to manage and/or perform internal operational functions including IT, facilities maintenance and operational contract compliance. This position requires teamwork through a participative management style within the organization and cooperation across areas and functions; assessing needs and deploying resources in the most cost effective manner in collaboration and support of agency programs. Duties are varied and require independent judgement and technical knowledge at times.

JOB RESPONSIBILITIES/DUTIES:

- Oversees the organization's business operations; contract negotiation; purchasing; facilities maintenance, equipment maintenance; computer planning and IT services, contract compliance administration and operations.
- Secures the services and products of outside sources such as business insurance; security systems; vehicles and equipment; office supplies and furnishings; real property; and legal or other advisory/support services.
- Serves as liaison between senior leadership and other management staff and employees of the organization.
- Monitor organization's resources and implement recommendations to improve processes and procedures
- Be as a liason between agency and IT provider, ensuring organizations needs are being met.
- Maintain an annual calendar of all contractual obligations & time frames such as property leases, printing, vehicle leases, non-health insurances, etc.
- Ensure all agency vehicles are maintained and routine maintenance is performed.
- Manage and maintain records related to inventory tracking
- Serve on Risk Management/ Safety Committee to ensure health and safety of our program spaces.
- Oversee and ensure compliance with all licensing regulations such as sprinklers, fire extinguishers, kitchen appliances, etc.
- Ensure DOH and DOE compliance is adhered to at all affected programs.
- Annual hurricane preparedness oversight including physical building readiness.
- Oversight of timely completion of maintenance requests with prioritization to pertinent program needs
- Ensure software systems are up to date and meet the needs of programs

QUALIFICATIONS & REQUIREMENTS

1. Bachelor of Arts degree in Business, Management or related field with five years of progressively responsible management experience.
2. Proficient computer skills in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
3. Be goal-oriented and organized with the ability to prioritize, multitask & manage time effectively.
4. Must possess well-developed verbal and written communication skills
5. Be comfortable in the role of both leader and team-player
6. Must have the ability to work with diverse groups and individuals in task oriented environments.
7. Must have ability to establish and maintain effective working relationships with staff and a variety of professional and community persons.
8. Must possess excellent organizational skills, well developed verbal and written communication skills, and the ability to effectively deal with complex issues.
9. Must maintain a high degree of professionalism and reliability within areas of responsibility by providing leadership, direction, motivation and training.
10. Should possess characteristics that show sound judgement in fulfilling position duties and responsibilities, as well as a cooperative attitude in working relationships with senior members of management.
11. Extensive experience in management and administration of personal computers and personal computer based networks.
12. The possession of a personal cellular phone is required for use in accordance with agency policy and procedures.
13. Ability to develop and maintain effective working relationships with individuals from a variety of cultural and ethnic backgrounds. Must demonstrate awareness and acceptance of cultural differences of clients, staff and community contacts.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PHYSICAL DEMANDS:

- The ability to lift 50-100 pounds occasionally.
- Use of computer screen and keyboard 4-6 hour per day.
- The ability to hear and respond quickly to sounds.
- Close, distance and peripheral vision
- Frequent standing and/or sitting 4-8 hours per day.
- Other physical demands that are required are as follows: frequent stooping, bending and/or kneeling and reaching.
- Schedule: Monday – Friday 9am-5pm with occasional evening/weekend hours to meet agency or program needs.

POSITIONS SUPERVISED

Facilities Coordinator

Employee's Signature

Date

Employee Print Name

Supervisor's Signature

Date