



## Director of Operations Job Description

This position oversees the overall administration of the agency, developing and implementing enhanced systems and infrastructure to support overall functions. This role reports to the Chief Operating Officer and after a transition period will supervise the Operations Coordinator, with a dotted-line relationship to the Finance Manager.

### Desired Experience and Qualifications

Candidates must have experience in overseeing the daily operations of an organization. All candidates should have proven leadership and relationship management experience. Concrete, demonstrable experience and other qualifications include:

- Bachelor's Degree required.
- Human Resources experience preferred, but detail-orientation and task management expertise is a must
- 3-5 years of management experience with a track record of effectively leading others
- Strong professional boundaries and demonstrated high standards of confidentiality/integrity
- Excellent organizational skills with the ability to successfully manage multiple projects in a fast-paced, dynamic environment
- Strong written and verbal communication skills with excellent interpersonal and multidisciplinary project skills
- Salesforce experience a plus
- Ability to follow through on assignments and work independently
- Enhanced analytical skills to evaluate data and make administrative/operational decisions

### Responsibilities

#### Administration & Operations – Houston (60%):

- Ensure overall compliance with grants and supports with grant monitoring requirements
- Together with Operations Coordinator and Finance Manager, oversee management of timesheets and other timekeeping methods in accordance with funding requirements
- Oversee hiring and supervision of administrative and operational contractors & vendors
- Oversee agency daily operations, i.e. IT, phones, offices, storage, etc.
- Manage vendors, purchasing, bid process to ensure the effective use of agency resources
- Work directly with building management companies to address needs that may arise with properties

- Support agency staff with the development and integration of Salesforce database
- Develop departmental budget and support the development of agency budget
- Manage invoices and requisition process for agency

**Human Resources -- National (30%):**

- Develop, maintain, and support agency human resources processes
- Oversee employee onboarding experience
- In conjunction with outsourced HR firm (ADP), support employees by implementing effective systems to track HR needs
- Working with Operations Coordinator & COO, review, develop, and implement guidelines for employee recruitment, surveys, evaluations, and managing adherence to human resources policies and processes on an annual basis
- Manage agency insurance policies and tracking of employee benefits

**Other Duties (10%):**

- Participate in agency-wide training and professional development opportunities
- Actively engage with other Directors to ensure cross-department communication, compliance, and cooperation
- Lead, contribute to, or assist with other duties as assigned

**Salary Range:** \$70,000-\$75,000

UAHT is an equal opportunity employer and provides benefits to qualified employees. Normal business hours are Monday through Friday 9:00 AM – 5:00 PM

To apply for this position, please send a resume and cover letter to [hr@uaht.org](mailto:hr@uaht.org). To learn more about the organization, visit [www.uaht.org](http://www.uaht.org). The application deadline is **February 15**.