



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF NORTHERN UTAH

Job Title: **Director of Operations**
FLSA Status: Full-time, Exempt
Reports to: CEO
Leadership Level: Multi-Team Leader

Job Location: Salt Lake City
Job Grade: 9
Position Opening Date: 08/04/2020
Primary Function/Department: Youth Development

POSITION SUMMARY:

The Director of Operations at the YMCA of Northern Utah oversees total operations of Association programs, including execution of established procedures, the strategic development of new projects and the evaluation of the effectiveness of existing programs. The Director of Operations provides direction and leadership in attaining Association goals in accordance with the strategic plan. As a member of CEO's senior leadership team, the Director of Operations supervises multiple directors and ensures successful operation of YMCA programs across regions. This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. This position is full-time with a complete benefits package.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Provides leadership, guidance and support to the regions by coaching directors and providing overall direction in association-wide operations.
2. Supervises directors and regional directors to ensure sound operations and consistency in customer service experience and programming standards.
3. Partners with community leaders to be certain the YMCA is identifying and meeting community needs effectively. Must maintain active participation on committees/boards and represent the Y in the communities we serve.
4. Creates procedures and structures that remove barriers and foster equity and inclusion for all.
5. Leads processes to set operations budgets and program pricing; Monitors financial reports to ensure revenue targets are met and expenses are controlled. Responsible for generating new revenue streams.
6. Sets standards of increased program quality & consistency, and leads initiative to improve customer service & satisfaction.
7. Evaluates effectiveness and sustainability of programs. Guides leaders in making challenging decisions regarding which programs to stop, start, continue or change; and all the systemic changes to enhance the effectiveness and efficiency of the programs, improve customer service, satisfaction, and retention.
8. Ensures ongoing operational growth of the YMCA through program expansion, customer retention, pricing strategies, new site development and collaborations. Leads new program cultivation efforts and works with staff groups to develop and implement programs.



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9. Identifies potential growth areas to accomplish YMCA objectives. Works with directors to create short and long-term SMART goals for all program areas. Assists leaders in meeting and exceeding these goals by providing resources, tools and strategic vision while establishing clear accountability.
10. Assists in fundraising, Secures resources and support for all philanthropic endeavors. Effectively communicates the benefits and impact of the Y's efforts through storytelling and data collection.
11. Addresses the root cause of systemic issues and provides realistic solutions, to include restructuring under programmatic operations as needed to meet strategic and operational goals.
12. Develops effective, sustainable, association-wide collaborations and consistency in processes, procedures and programming.

***This is not an exhaustive list of job duties. Other duties, responsibilities and activities may change or be assigned at any time based on association or program needs.*

LEADERSHIP COMPETENCIES:

- Collaboration
- Critical Thinking & Decision Making
- Developing Self & Others
- Communication and Influence
- Emotional Maturity

QUALIFICATIONS:

- Bachelor degree in business management, human services, social services or other relevant area required; Master degree preferred.
- YMCA Multi-Team Leader certification preferred.
- Eight or more years of management experience in the YMCA or another nonprofit preferred.
- Knowledge and experience in all aspects of operations, including staff supervision and development, program development and implementation, facility and property management and financial practices.
- Background must include strong skills in multi-team management, sound fiscal management (managing a budget of at >\$800K), financial development, program management, staff development and supervision.
- Communicates effectively by treating everyone with courtesy, respect and consideration; displays integrity; listens actively; communicates in a clear and pleasant manner; embraces differences among people; demonstrates willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.
- Ability to analyze statistical and financial data and use standard business mathematics to determine pricing, margins, forecasting, trends, and to make critical financial decisions.
- Ability to handle multiple tasks simultaneously and to prioritize appropriately.
- Effective in leading and facilitating change.
- Proven ability to promote an open, honest and positive work environment
- Must promote inclusivity and relate to diverse groups of people from all social and economic segments of the community.

- CPR/First Aid (must include infant/child certification). Obtained within 30 – 60 days of hire
- Food Handlers Permit. Obtained within the first 30 days



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WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit, stand and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

EQUAL EMPLOYMENT OPPORTUNITY:

The YMCA of Northern Utah provides equal employment opportunities (EEO) to all employees and applicants. Applications for employment will be considered without regard to race, color, religion, sex, national origin, age or disability.

YMCA OF NORTHERN UTAH DIVERSITY STATEMENT:

The YMCA of Northern Utah strives to serve all. We actively promote a culture of equity, free from bias and injustice, encouraging all people to pursue their full potential. We work within the community and collaborate with businesses and civic leadership to incorporate and strengthen diversity, inclusion and global principles.

TO APPLY:

Interested applications should send a cover letter and resume to Adria Stauffer, HR Director:

astauffer@ymcasaltlake.org

To learn more about the Y, visit us at ymcautah.org