



Only Hope Wnc, Inc

Director of Operations/Office Management

Job Description: The Director of Operations/Office will provide administrative support to the CEO (or other assigned director or executive-level staff). The Director Operation is a position that supports the ongoing growth and development of the organization with lead/main responsibility for operation. Only Hope Wnc, Inc is an independent, nonprofit organization since 2011, provides support for homeless and at-risk youth in the community.

Location: East Flat Rock

Job Type: Full Time (40hrs per week, some weekends)

Salary: 35,000 – 45,000 based on experience

This position is designed to oversee all operations and administrative tasks. The director of operation serves the office of CEO and report to the Board of Directors and CEO. Director of Operation assist the CEO and the leadership team and oversees a range of internal organizational operations, including financial systems and budgeting, contracts, human resources, and information systems.

The director of operation is an executive leader with track record of overseeing programs and operation and committed to the mission and value of Only Hope Wnc, Inc and commitment to serve Homeless and At-Risk Youth. The director of operation oversees the operation of the organization, tract the strategic goals, outcomes using dashboard, marketing and communication, and evaluate the programs delivery.

Supervisory Responsibilities:

- May hire, train, and handle discipline and termination of subordinate employees and volunteers.
- May be asked to assist with or conduct performance evaluations that are timely and constructive

Duties/Responsibilities:

- Communicates with management on behalf of the CEO/Executive Director.
- Acts as a proxy for the CEO/Executive Director as needed in his or her absence.
- Collaborates with the CEO/Executive Director to sustain, promote, and grow departmental programs and services.
- Manages budgets for regular and special programs and expenses, as needed.
- Participates in strategic planning and presides over meetings as needed.
- Maintains files and records as requested. Recordkeeping responsibilities may include overseeing and maintaining files of applications, interviews, offer letters and rejections, employee files, and evaluation dates.
- Creates and manages the annual calendar of activities such as special events, fundraising initiatives, and similar projects.
- Drafts and maintains policies and procedures, ensuring compliance with applicable local, state, and federal laws.

- Organizes committee meetings including determining the time and place and drafting and delivering correspondence such as agendas, minutes, and transcripts.
- Performs other duties as assigned.

Required Skills/Abilities:

- Exceptional verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Ability to prioritize and delegate tasks.
- Excellent speaking and presentation skills.
- Ability to create and present ideas and budgets in a variety of formats.
- Ability to maintain confidential records.
- Proficient with Microsoft Office Suite or related software.
- Knowledge in QuickBooks

Education and Experience:

- Bachelor's degree in related field required; Masters degree preferred.
- Three to five years of related experience required, with supervisory experience preferred.
- Knowledge of the philosophy, mission, leadership needs, and planning requirements of the organization preferred.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Only Hope Wnc, Inc

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