

Austin Pregnancy Resource Center

JOB DESCRIPTION – Operations Director

Overall Function

The main focus of the Operations Director will be to ensure that the Austin Pregnancy Resource Center (APRC) runs smoothly and efficiently. The Operations Director will oversee each of the activities of the APRC on a day-to-day basis. This position also ensures that all short and long-term goals and objectives are fulfilled by making sure that funding and staffing are in place and that clear directions are given to those charged with the responsibility to completing the goal/objective.

Main Responsibilities

- Oversee the day-to-day operations of the Austin Pregnancy Resource Center
- Develop, in collaboration with the Executive Director, an annual operating plan that supports APRC long term operations strategy
- Assist the Executive Director in developing and overseeing the long and short-term goals and objectives for the APRC
- Keep the Executive Director fully informed in a timely and candid manner of the conduct of the day-to-day operations of the APRC towards the achievement of its established goals and of all material deviations from the goals or objectives that have been established and approved by the Board of Directors
- Assist the Executive Director in preparing the annual budget to ensure that adequate resources allocated for each goal and objective to be accomplished for the year
- Brief the Executive Director on operational matters for review in advance of meetings of the Board
- Serve as a mediator for any conflict resolution that needs to be addressed
- Review expenditure trends and determine where costs can be reduced
- Field questions and concerns from the staff and volunteers to address problems and shortcomings, and then provide insight to streamline the operational procedures that are being used. This will allow APRC to run more efficiently and effectively in reaching its stated goals and objectives
- Provide programs an/or referrals for pregnant women plus promote responsible sexual values. A key element in achieving this focus will be an effective handling of volunteers and their coordination, contact, and relationships with the organization
- Assist the Executive Director with fundraising and public relations as needed. In order to effectively carry out this task, the Operations Manager must be:
 - a) A leader in getting volunteers and donors to assist in programs
 - b) A networker with other related agencies
 - c) Assist with church contacts. Ensure that all income sources are nurtured and new sources ore sought in an appropriate manner

- Prepare a status report quarterly of client members, referrals, income and expense report for the Executive Director
- Assist with follow up of new volunteers
- Maintain a monthly calendar for the Executive Director
- Maintain the attendance for each training session
- Order necessary office supplies for efficient operating of the office

Office Related Responsibilities

- Train, supervise, and evaluate staff via established policies and procedures
- Coordinate staff vacations and sick leave
- Oversee and ensure that accurate records and statistics are kept
- Administer expenditure of funds within the approved budget
- Coordinate all written correspondence
- Up date policy and procedural manuals as necessary
- Coordinate the student intern program. Advertise, recruit and maintain liaisons with colleges and universities

Knowledge, Skills and Abilities

Knowledge

- Knowledge of office administration
- Knowledge of human resource management and supervision
- Ability to maintain accuracy in preparing and entering information

Skills

- Excellent interpersonal skills
- Effective organizational skills
- Analytical & problem solving skills
- Decision making skills
- Effective verbal communication
- Effective written communications skills
- Computer skills including the spread sheet and word processing programs, and e-mail
- Attention to detail and high level of accuracy
- Time management skills

Personal Attributes

- Be honest and trustworthy
- Possess cultural awareness and sensitivity

- Be respectful and be flexible in critical, stressful situations
- Demonstrate sound work ethics