



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FERGUS FALLS AREA FAMILY YMCA JOB DESCRIPTION

Job Title: **Operations Director**

Dept. Code: Administration

FLSA Status: Exempt

Job Status: Full- time

Reports to: CEO

Revision Date: 02/17/2022

POSITION SUMMARY:

Ensures successful operation of the YMCA, including membership, program development, staff supervision, community relations, collaborations, budgeting and financial results. The human relations aspect of this position is important as is the understanding of staff, member and volunteer roles and relationships.

ESSENTIAL FUNCTIONS:

1. Supervise membership and program operations. Provide leadership and direction by coaching and providing overall direction to the program directors. Model relationship-building skills in all interactions with staff, volunteers, members, and the community.
2. Monitor monthly financial reports to assure that revenue targets are met and expenses are controlled.
3. Know and follow the business procedures and policies of the YMCA and implement standards established by the CEO and the board of directors.
4. Ensure the operational growth of the YMCA through program expansion, member recruitment and retention, pricing strategies, new site development, and collaborations.
5. Foster a climate of innovation to develop member-focused programs and leads branch staff in the planning, development and implementation of new program initiatives and activities.
6. Lead Annual Giving Campaign efforts as directed by the CEO.
7. Provide reports to committees, the Board of Directors and the CEO.
8. Prepare and maintain accurate program and statistical records required monthly, quarterly or annually in accordance with the guidelines established by the local administration, the National Council of YMCA's, the United Way and regulatory agencies.
9. Provide staff leadership to assigned committees of the Board of Directors.
10. Implement and oversee a program evaluation system to guarantee faithfulness to the Y's cause, and a high quality commitment to YMCA standards.

11. Represent and promote the YMCA in the local community by developing positive working relationships and collaborating with government, schools, other not-for profits, corporations and other organizations in the community. Interprets the work of the YMCA to the community and ensures its mission, vision, values and goals are understood.
12. Develop and maintain excellent relationships within the community, as well within the state, regional, national and international YMCA movements.
13. Prepare annual budgets in assigned areas which include growth in revenue and expense control.
14. In the absence of the CEO, assume their responsibilities and oversee the overall management of the YMCA.
15. Assist the CEO with all other areas as assigned.

YMCA COMPETENCIES (Organizational Leader):

Mission Advancement: Incorporates the Y's mission and values into the organization's vision and strategies. Ensures community engagement; promotes the global nature of the Y. Leads a culture of volunteerism ensuring engagement, inclusion, and ownership. Leads a culture of philanthropy.

Collaboration: Advocates for and institutionalizes inclusion and diversity throughout the organization. Initiates the development of relationships with influential leaders to impact and strengthen the community. Is recognized as an inspirational community leader who navigates complex political and social circles with ease. Communicates to engage and inspire people within and outside the YMCA. Ensures that a talent management system is in place and executed effectively.

Operational Effectiveness: Possesses penetrating insight and strong strategic and critical thinking skills. Invests resources in well-designed innovation initiatives. Creates a structure to deliver organization-wide results to achieve objectives. Develops and implements stewardship strategies. Determines benchmarks and ensures appropriate leadership to meet objectives.

Personal Growth: Creates a learning organization. Effectively drives change by leveraging resources and creating alignment to expand organizational opportunities. Shares authority and demonstrates courage and humility. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Bachelor's degree preferred in human services, business, social services or equivalent.
2. Five or more years of board management experience, preferably a YMCA or another non-profit with multiple department or business structure.
3. Knowledge and experience in all aspects of operations, including excellent human relations skills, staff supervision and development, successful membership practices, quality program development and implementation, volunteerism, facility and property management and sound financial practices.
4. Understanding of the mission, nature, purpose of the YMCA and the respective roles of

volunteers and staff.

5. Ability to relate effectively to diverse groups of people from all social and economic segments of the community; track record of building authentic, constructive relationships with others.
6. YMCA Organizational Leader certification preferred.

EFFECT ON END RESULTS:

1. Achieving budget, retention and strategic plan goals and objectives.
2. Development of committed and effective program areas and growing membership, which serve all populations in the community.
3. Development and retention of a capable team of volunteers and employed staff that are fully trained to achieve the objectives of the Association.
4. Continued cost analysis of all membership and programs. Maintenance of good staff, committee and Board relations.
5. Development of an increasingly effective laity and competent staff, resulting in collaborative teamwork and mutual respect.
6. Development and retention of a favorable community perception about the YMCA.

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

1. While performing the duties of this job, the employee is regularly required to use a computer for extended periods and be able to communicate using a computer and phone/smart device.
2. The employee frequently is required to sit and reach, and must be able to move around the work environment
3. The employee must occasionally lift and/or move up to 25 pounds
4. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust
5. The noise level in the work environment is usually moderate
6. While performing duties of this job, employee is frequently required to stand; walk; sit; use hand to handle, or feel; reach with arms and hands.
7. Must be able to remain alert.
8. Must be able to sit or stand for extended periods.

SUPERVISORY RESPONSIBILITY

This position will directly supervise multiple leadership staff.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full-time exempt position and the hours will depend on the needs of the organization.

ADDITIONAL ELIGIBILITY QUALIFICATIONS

Must be able to pass a background check.

EEO STATEMENT

The Fergus Falls Area Family YMCA (the Y) provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation and training.

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.

SIGNATURES:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature _____ Date _____