

**Director of Operations & Technology**

**First 5 Alameda County**

First 5 Alameda County (F5AC)’s vision is that every child in Alameda County will have optimal health, development and well-being to reach his or her greatest potential. Our primary goals are to ensure that children are ready for kindergarten-third grade success. Please see our website: [www.first5alameda.org](http://www.first5alameda.org) for our Strategic Plan and reports on the impact of our work.

**Definition**

The Director of Operations and Technology is responsible for providing leadership, direction, and oversight to all infrastructure and operations, including information technology, finance, contracts, administrative and additional functions as needed. The Director of Operations and Technology focuses on optimizing operational and resource utilization effectiveness in support of achieving the organization’s mission.

**Supervision**

This position receives general direction from the Chief Executive Officer, and exercises general direction and supervision over technology, finance, and other management functions.

**Class Characteristics**

This is a director level, exempt position that participates in the Executive Leadership Team, and, as one of the agency executive management positions, interfaces with the F5AC Commission. Works in close collaboration with the CEO, Chief of Staff, Agency Directors, Senior Leadership Team and Administrators.

**Examples of Typical Job Functions** *(Illustrative Only)*

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

* Responsible for the major functional areas of the agency; directly supervises technology, finance, and additional functions as operational needs require.
* Coordinates and facilitates integration and communication to ensure optimal use of resources, support of operations on program issues and fiscal needs, appropriate internal controls and standardized protocols and practices to enhance overall agency effectiveness
* May lead or work in partnership with human resources, program, planning, policy, and evaluation to ensure operations is supporting initiatives and organizational efforts to achieve the agency’s mission, ensure efficiencies and maximize resources
* Collaborates with CEO, program, and finance staff on strategies to ensure F5AC remains fiscally sound, including collaborating with the Financial Officer on the development, implementation and on-going monitoring of the long-range financial plan
* Negotiates contracts, manages through subordinate supervisors to ensure that contracts are prepared and executed accurately and timely, and ensures compliance with contract deliverables
* Through supervision of senior technology staff oversee the F5AC technology function, including F5AC web-based applications development and maintenance, office network systems, and electronic materials including the F5AC website, intranet
* Collaborates with technology staff on maintenance and enhancement of HIGH5 (Salesforce Application), data information system for tracking outcomes and program performance
* Responsible for the analysis of changes in relevant regulations, policies, or funding streams
* Leads, plans, facilitates, project manage and participates in various agency-level planning and decision-making bodies; convenes other work groups or teams as needed
* Communicates plans and operational considerations both written and orally to the F5AC Commission delivering clear, compelling oral presentations for approval
* In the absence of the CEO, assumes management responsibility for F5AC
* Manages payroll through subordinate supervisor
* Other duties and projects as assigned

**Minimum Qualifications**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be one of the following:

* A minimum of eleven years of full time progressively responsible operations or technology experience five years of which must be in a Public or Non-Profit setting. At least four years of the relevant experience must have been in a management and supervisory role
* Bachelor’s degree and a minimum seven years full-time progressively responsible experience in operations or technology, preferably in a public agency or non-profit organization
* Master’s degree and a minimum five years full-time progressively responsible operations or technology experience in a public agency or non-profit organization

**Additional Requirements**

Travel within Alameda County as necessary to carry out job duties. Some travel outside Alameda County occasionally required.

**Knowledge of:**

* Management principles and practices, including operational management, work planning, employee supervision and business and project management
* Principles of information management and technology and public administration
* Practices and techniques of administrative and financial analysis and report preparation including: Local, state, and federal government operations and funding streams and accepted practices for governmental budget management and accounting, financial recordkeeping and payroll procedures, and grants and contracts administration, with business acumen to creatively balance the delivery of programs against budget realities
* Computer applications, hardware, and software related to the work including Microsoft Office Suite.
* Public personnel, purchasing and contract administration practices
* Budgetary, , contract and grant administration, and financial record-keeping and reporting practices

**Ability to:**

* Serve effectively as a member of the Executive Leadership Team
* Keep a positive attitude with shifting expectations and work requirements.
* Effectively and efficiently direct, manage, and coach a variety of administrative, financial and technology services functions
* Plan, supervise, review and evaluate the work of others, either directly or through subordinate supervision
* Plan and conduct complex administrative and operational projects including project management to completion.
* Interpret, explain, and apply complex policies, regulations and procedures
* Prepare clear and accurate reports, correspondence, procedures, policies, and other written materials
* Exercise sound independent judgment within established policies and guidelines and prioritize the work to meet critical deadlines
* Establish and maintain effective, collaborative working relationships with a wide range of professionals and administrative employees including but not limited to, F5AC staff and Commission members, partnering agencies, stakeholders, and members of the broader business community
* Think strategically and analytically, incorporating new information and trends into organizational planning to guide and inform the operational plans and sustainability of the agency
* Demonstrate cultural awareness and sensitivity in a variety of contexts; support the operationalizing of the Agency’s commitment to equity and social justice.
* Maintain confidentiality in sensitive work situations.
* Adapt, with minimal or no advance notice, to changes in agency operations and work assignments or procedures in a fast-paced work environment
* Define and creatively address problems or management challenges requiring analysis of multiple variables or situations, collect and analyze information, consider alternatives, and draw valid conclusions

**Physical Demands and Work Environment**

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

* Ability to work in a standard office environment; use standard office equipment and handle documents; read handwritten, printed materials and computer screen; communicate in person, before groups, by telephone, and email.
* Occasionally lift and/or push, pull, and carry materials and objects up to 25 pounds.
* Frequently type and/or enter data for approximately 4 to 6 hours per day.
* The work environment may have a moderate noise level

**Equal Opportunity Employment**

F5AC is an equal opportunity employer. F5AC does not discriminate on the basis of race, religion (including religious dress or grooming), creed, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions) or gender, national origin, ethnicity, ancestry, citizenship, age, physical or mental disabilities, color, marital status, registered domestic partner status, sexual orientation, gender identity or gender expression, genetic information, medical condition, military or veteran status, exercise of rights under the Pregnancy Disability Leave Law or the California Family Rights Act, or any other basis protected by applicable law.

This policy applies to all employees and applicants, and extends to all phases of employment, including hiring, training, promotion, discharge or layoff, rehiring, compensation, and benefits.

I have read and understand this job description and certify that I have the ability to perform the essential functions of this position either with or without reasonable accommodation. If I need a reasonable accommodation, I understand that I need to contact my supervisor or Human Resources to request any accommodation(s).

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**Employee Signature** **Date**