



Vice President of Operations

POSITION SUMMARY:

At Boys & Girls Clubs of Metro South, our Club staff members wear many hats – they’re teachers, coaches, mentors, community superheroes, and all-around awesome ambassadors of fun and learning! They’re not just responsible for unlocking the doors to our Clubs; they’re unlocking doors to new worlds and incredible possibilities for kids and communities all over our service region.

Reporting to the President & CEO, the Vice President of Operations will be responsible for the coordination, implementation, and management of Boys & Girls Clubs of Metro South’s core operational functions with a specific focus on facilities and asset management, risk prevention and safety, member transportation services, and summer day camp operations.

The Vice President of Operations (VPO) will oversee eight direct reports and will serve as the organization’s facilities operations leader. They will be responsible for providing strategy and oversight in the areas of Club operations and child safety, and will support mission impact through facilities and risk management, quality assurance, and servant leadership.

The VPO will work in close partnership with the Vice President & Chief Program Officer to ensure that BGCMs facilities promote program quality, consistency, and outcomes. This individual advises and assists the Executive Directors in the efficient and effective daily operations of their Clubhouses, identifies and evaluates opportunities to improve efficiencies and the overall Clubhouse environment to drive youth attendance, engagement, and outcomes.

Are you a well-organized and meticulous leader? If so, this position might be the right opportunity for you. Attention to detail is a must and a approach to work that is a can-do attitude and willing to get it done is a must! This role will require non-traditional hours to accommodate the necessary work load and also require someone who is eager to grow, accept mentorship and learn from experience, and ultimately help move our organization in new direction.

QUALIFICATIONS:

- Bachelor’s degree from a regionally-accredited institution of higher learning in a related field of study.
- Minimum of eight (8) years of professional experience with at least three (3) years of experience in a leadership role within a complex organization overseeing multiple program site locations and direct reports.
- Experience managing large teams in complex organizations with multiple layers of supervision.

- Ability to establish and maintain effective working relationships with Board members, Administrative staff, Club staff, volunteers, community groups and other related agencies.
- Ability to organize work efficiently and apply technical principles to solve practical problems in a timely manner and works well under pressure, communicates well with others and the ability to multi-task and adapt to changing contexts and priorities.
- Ability to read and write is necessary to complete reports and properly document program and organizational data; proficient in using email, Internet, and other PC-based applications with the ability to learn and adapt to new technology.
- Valid driver's license and the ability to travel by car throughout the organization service area as needed.
- Hoist License, 7D License, and Pool operator's license preferred or ability to be obtained in first 90 days; requires valid driver's license and satisfactory driving record.
- The successful candidate will primarily work indoors. Accordingly, the ability to use a variety of equipment including janitorial and office equipment is required. The job requires the ability to stand for extended periods, kneel, reach, bend, and lift objects weighing more than 25lbs. Outdoor work and moderate physically demanding activities may be required on occasion.

ESSENTIAL FUNCTIONS:

Strategic Leadership & Operations Management – 20%

- Along with Cabinet and Senior Leadership Team, sets a vision for BGCMS to provide best-in-class facilities and properties in accordance with our strategic direction.
- Develops, manages, and monitors the operating budgets for our facilities (occupancy and maintenance costs), transportation services, and capital improvement projects – ensuring financial sustainability and well-resourced Club operations and services.
- Collaborates with the Cabinet and Senior Leadership Team to establish and continually review performance metrics and scorecards to ensure all operational goals are met or exceeded and Club sites are at optimal capacity.
- Partners with the Board of Directors Facilities & Risk Management Committee and the President & CEO to establish a 5-year capital improvement plan, develop scopes of work, and collaborate on project management of capital improvements.

Facilities Operations & Property Management - 30%

- Maintains a facility maintenance program for the organization including appearance, integrity, and functionality to ensure that all facilities, grounds, and equipment are fully operational and inspected in accordance with preventative schedules and Federal, State, and local OSHA standards.
- Manages the organization's various property contracts, trade partnerships, and in-kind services to ensuring outcomes are met at a value acceptable to the organization.
- Maintains vigilance by visually inspecting all facilities and fixed assets on a regular basis to ascertain maintenance and capital needs.

- Leads the Facilities Department; reviews and approved daily work schedules and project pipelines and workflows for the team, ensuring responsiveness to the Facility Request Form ticketing system and timely resolution of requests for repairs and critical projects.
- Responsible to lead by example and provide hands-on teaching to facilities staff to achieve desired outcomes, repairs, and maintenance.
- Responds to escalated maintenance emergencies at any time as needed.
- Oversee the coordination of all capital improvement projects including developing requests and budgets, selection of contractors, if needed, and project management.
- Evaluate and/or facilitate the evaluation of properties and facilities the Club is considering acquiring.
- Supports the Advancement Team with the implementation of the corporate and individual volunteer activities in support of facilities maintenance (i.e., Camp Riverside) and program operations (i.e., Freight Farms Initiative and Kids Café).

Safety & Risk Management - 30%

- Provide guidance to leadership team to ensure the organization is provided with timely and relevant recommendations and assistance in all areas of child and club safety and Boys & Girls Clubs of America (BGCA) Membership Requirements.
- Develop and ensure compliance with BGCMS policies and procedures for risk management and emergency responses, as well as childcare licensing rules, mandatory reporting laws, school policies, and national Boys & Girls Club charter guidelines.
- Partner with VP & Chief Program Officer and Clubhouse Executive Directors team on all building supervisor, compliance, and safety trainings.
- Oversee the incident reporting process and serve as the first leadership team point of contact to be on-call for emergencies, escalating appropriately to the President & CEO and cross-functional teams.
- Lead outreach efforts to ensure organization receives consultative support on critical health and safety needs.
- Work with executive leadership on risk management, loss prevention, insurance practices, premise security, transportation safety, internet safety, background checks, incident management systems, safety policies and procedures, and other related systems and issues.
- Identify and assess risks and/or issues at Clubs and proactively address with leadership.
- Coordinate external safety inspections at sites and follow up with any safety issues in a timely manner.
- Lead annual review of safety and compliance policies and procedures ensuring compliance with federal, state, and local laws and regulations to include but not limited to ADA, building codes, health regulations, etc.
- Ensure the Emergency Operational Procedures are current and practiced regularly.
- Ensure all safety reports are completed as required by the President & CEO, BGCA, OSHA, state licensing, and other agencies, and that records are properly retained.
- Develop and implement a training tracking strategy for compliance purposes.

Transportation Management - 10%

- Supervise the Transportation Coordinator and the ongoing needs of Club vehicles.
- Manage the organization's growing fleet of vehicles to ensure that they are safe and well-maintained via routine service, parts replacement, and repairs as needed.
- Establish and maintain relationships with vendors in order to obtain favorable pricing for fuel, service, parts, etc.
- Establish and enforce rules and regulations to ensure the safety of youth and other passengers in any Club owned vehicle.
- Coordinate with appropriate supervisors to develop schedules for employees who use company vehicles for work purposes.
- Ensure vehicle operators are properly trained and certified in accordance with laws.

Summer Day Camp Operations Management - 10%

- Leads integration and culture development to a unified BGCMS summer day camp structure in alignment with the organization's strategic direction.
- Develops and maintains a collaborative supervisory relationship with the Camp Riverside Executive Director.
- Develops growth and retention efforts (campers, rentals, educational retreats, etc.) that will maximize return of the significant investments made in our camp facilities.
- Leads the facilitation of annual summer camp strategy meetings for the organization.
- Fully develops the brand capacity and potential to position BGCMS camps as best in the region. Creates, deploys, and maintains Camp standards and best practices.
- Emphasizes the consistent application of best practices to assure the highest level of quality and camper satisfaction in all camp operations.
- Monitors all licensing and compliance processes related to camp operations.

How to Apply:

Please email your cover letter and resume to dheim@bgcmetrosouth.org no later than 5:00pm on March 22, 2024.

Questions regarding this position should be directed to:

Derek Heim
Boys & Girls Clubs of Metro South
508-812-3119
dheim@bgcmetrosouth.org

DISCLAIMER: The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. All offers are contingent upon passing a thorough background check including a CORI, SORI and National Criminal History Background check. Boys & Girls Clubs of Metro South is an Equal Opportunity Employer.