



**Job Title:** Operations Director

**Position Type:** Full-time exempt

**Schedule:** Flexible including occasional evenings and weekends

**Salary:** Commensurate with experience

**Benefits Package:** Medical, dental, vision, life insurance, PTO, paid holidays, paid parking

**Reports to:** Executive Director

**ORGANIZATION:** Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-23 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

**SUMMARY:** Reporting to the Executive Director and serving as a member of the leadership team along with the Executive Director, Program Director, Development Director, and Finance Director, the Operations Director's primary responsibility is ensuring overall efficiency and effectiveness of the organization. Responsible for office management, space management, electronic and paper records management, materials, equipment, crisis management, operating procedures, contracts, facilities, capital improvements, and maintaining related policies. Oversees and is responsible for the administration, operation, compliance, and overall quality and performance of Life House's licensed housing programs.

**Focus area duties and responsibilities – Operations:**

- Drive organizational initiatives that contribute to long-term operational efficiency and excellence.
- Monitor, manage and improve the efficiency of support services such as IT, HR, Development and Finance. Facilitate coordination and communication between support functions.
- Formulate and implement organizational policies and procedures to maximize output.
- Monitor adherence to rules, regulations and procedures. Ensure staff members receive timely training in compliance with requirements related to funding and/or licensure.
- Liaison with Board and Executive Director. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.
- Maintain inventory of all assets and equipment included in financial statements; ensure necessary maintenance and inspections are completed per the maintenance calendar.
- Manage capital improvement projects, including procurement of in-kind donations and the recruitment and management of service volunteers.
- Assist with special projects as needed, including fundraising, marketing and public relations.

**Focus area duties and responsibilities – Compliance:**

- In consultation with the Executive Director and Program Director, recruit, interview, and hire well-qualified program managers for licensed housing programs (Sol House, The Loft).
- Supervise and train direct reports, including annual and quarterly personnel evaluations; oversee the hiring, training, and supervision of program staff; work closely with program managers to address unsatisfactory performance issues as indicated.
- Provide program administration and oversight ensuring that program reporting and data collection comply with all relevant legislation, licensure and funding requirements.
- Maintain internal program and grant-tracking database to ensure timely and accurate fulfillment of grant activities and reporting requirements.
- Maintain staff training calendar and records; ensure mandated staff trainings are scheduled as necessary.

**Other duties and responsibilities:**

- Develop healthy and helpful relationships with homeless and street youth while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Attend and participate in trainings and community events related to finance; network with funders, business leaders, and fundraising professionals in the Duluth Community.
- Participate in Life House team trainings and management meetings; assist with other Life House program coverage as necessary.
- Perform other duties as may be assigned by Executive Director.

**QUALIFICATIONS:**

**Education:** Bachelor's degree (Master's degree a plus) or equivalent combination of education and experience

**Skills:**

- Four + years of experience in a similar position
- Demonstrated excellence in organizational skills and attention to detail
- Strong verbal communications skills and demonstrated ability to write clearly and persuasively
- Strong partnership-building and project management skills
- Ability to negotiate with vendors to secure most cost-effective business solution
- Strong computer skills: proficient in Microsoft Office suite, knowledge of member tracking databases
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Ability to pass a criminal background check

**Certificates, Licenses, Registrations:** Valid Minnesota Driver's License and proof of auto insurance.

Position is full-time exempt. Work schedule requires occasional evening and/or weekends. Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds and members of the LGBTQ community to apply.

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To apply send cover letter and resume by 4:00 p.m. on May 12, 2017 to:

Life House  
HR/ Operations Director  
102 W 1st Street  
Duluth, MN 55802  
or  
[info@life-house.org](mailto:info@life-house.org)