

LA FAMILY HOUSING

Job Title: Operations Manager

Job Type: Full-time

Location: North Hollywood, California

Duties & Responsibilities

The Operations Manager will play an important role in managing the overall operations of LAFH's Bridge and Crisis Housing. The position is responsible for directing operational activities and using resources to ensure operations run smooth and in an efficient manner. The Operations Manager will need to exercise discretion and independent judgment in this role, as it will be responsible for providing oversight for all building-related operational needs, including facilities management, cafeteria operations, and staffing. The Operations Manager will work alongside the Director(s) of Bridge/Crisis Housing in directing, planning, and evaluating the operational and budgetary components of LAFH's interim housing sites.

ESSENTIAL DUTIES:

1. Consistent in supporting and executing our agency's policies, values, mission and core values: Leadership, Dignity, Perseverance, Collaboration.
2. Provide leadership, supervision, evaluation, discipline and overall staff management of cafeteria operations staff, maintenance and janitorial staff and resident advocate staff to ensure smooth operations of each department.
3. Responsible for procuring outsourced services as deemed necessary.
4. Review complaints and grievances. Provide support and direction as needed.
5. Ensure buildings are in compliance with local building and safety codes
6. Work with the Health & Safety Coordinator to direct site emergency preparedness training for staff and clients, including but not limited to fire drills, earthquake drills and power outage drills
7. Manage Daily Activity Report (DAR) process for both RAs and security. Report participant service needs, emergencies, maintenance issue, and building service need. Address reports as needed and provide next steps for outcomes.
8. Responsible for establishing departmental policies and procedures, departmental training/orientation manuals for Cafeteria Operations, Resident Advocates, and Maintenance Departments.
9. Manage all operational budgets including: outsourced services, supplies and inventory control.
10. Responsible for coordination of building maintenance and repairs including but not limited to obtaining bids and overseeing work performed by outside contractors.
11. Must be willing to work a flexible schedule, including evenings/weekends/holidays and to respond to emergencies as necessary

Education, Experience and Skills:

EDUCATION:

- Master Degree desired. Bachelor's Degree required preferably in Business or Operations Management.

EXPERIENCE:

- Minimum of 5 years' experience in social services and 3 years in supervisory experience.

KNOWLEDGE AND SKILLS:

- Strong commitment to high level service and quality standards
- Experience in a large facility
- Knowledge of budgets and financial responsibility for contract reporting
- Ability to set boundaries and stay committed to policies and procedures, while understanding how to make reasonable accommodations.
- Supervisory Experience, demonstrating ability to coach, motivate and lead a team to achieve goals
- Must have a "can-do" and "whatever it takes" attitude
- Ability to multi-task and respond in stressful or challenging situations.
- Ability to evaluate a situation from all sides and make the most effective decision for all parties.
- Bilingual: Spanish/English a plus
- Ability to work in a team
- Good organizational skills and ability to follow through from beginning to end on tasks and projects
- Proficient in Microsoft Outlook, Word and Excel

LAFH Benefits:

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 11 Observed Holidays.

Equal Employment Opportunity Statement:

EEO: LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE: LAFH is in compliance with the Fair Chance Initiative for Hiring and will consider qualified applicants with criminal histories.

PHYSICAL ACCOMMODATIONS: All candidates must be able to perform the physical demands of the position with or without reasonable accommodation. For a list of physical demands, please refer to the full job description.

To Apply:

Email your resume and cover letter to HR@lafh.org