



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

Position Title:	Director of Operations
Payroll/Personnel Type:	12 Month
Job #:	8938
Reports to:	Chief of Operations Officer
Shift Length:	8 Hours a Day
Union Eligibility:	Not Eligible
Starting Salary:	\$140,000

Position Summary:

The Director of Operations performs a variety of administrative, technical, and complex duties for the Chief Operations Officer in support of operational services. The Director of Operations requires competencies and provides leadership in developing, achieving, and maintaining the organizational philosophy, goals/objectives, and policies of the district. This includes budget preparation, financial management and reporting, purchasing, event planning and management, project management, student transportation, food service program, facilities, real estate and safety and security.

Essential Functions:

- The Director of Operations serves as the frontline of the Operations department, ensuring a professional, organized, and empathetic experience for all stakeholders with whom the Office interacts and ensuring that the Chief Operations Officer and his/her executive team are able to focus on strategic work without frontline distractions or issues
- Organize and manage special projects as requested by Chief Operations Officer and/or the Operations Directors (i.e., Facilities, Food and Nutrition Services, Transportation, Real Estate, and Safety and Security)
- Carry out projects involving other departments and sites, communicating efficiently amongst various departments, coordinate information gathering for reports and special projects, and the ability to support a higher-level director or administrator
- Coordinate office operations in Divisions of Facilities, Food and Nutrition Services, Transportation, Real Estate, and Safety and Security
- Supervises the work of directors, managers and other staff (including secretaries and administrative support staff) within Operations Department
- Responsible for staffing, scheduling, training, performance management and development of hourly staff including substitutes as needed
- Evaluate/manage employee Accountability Meeting Reports and provide feedback on employee's performance to maintain district performance standards
- Maximize utilization and effective management of the Chief Operations Officer's time in a confidential and professional manner
- Collaborate with Operations Budget Analyst and the Financial Management Office to discuss all budget and financing of all divisions to ensure accuracy of all budgetary needs including ensuring signatures and budget items are received prior to board meetings
- Work collectively with board office to ensure all board items are entered accordingly in also making corrections and answering questions as needed for all Operational board items
- Attends School Board meetings and other meetings as directed by the Chief Operations Officer to serve as designee



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- Contribute to ensuring the timely completion of projects and activities in ensuring logistics and timelines are completed
- Provide support for meetings, secure dates, and location. Provide support materials including collection of relevant data and agendas for all participants
- The ability to learn new strategies and ensure efficient, high-quality work is presented with supporting data as needed
- Create ad-hoc reports as requested from the Chief Operations Officer as they pertain to all Operational divisions
- Report regularly to the Chief Operations Officer about any developments or problems within the district which may require awareness or action
- Maintain a variety of documents, files, and records (manually and electronically) for the purpose of providing up-to-date reference trail and availability of information as needed and ensuring confidentiality
- Maintaining thorough knowledge of District policies and procedures
- Work in collaboration with Payroll and Finance divisions in assigning spaces, monitoring garage computer system, and sending refund requests for employee-based parking garage
- Provides general and specialized information and assistance to staff and the public that may require the use of judgment, tact, and sensitivity
- Predicts and anticipates barriers and pre-emptively takes action to prevent their impact
- Proactively shares information, work plans, ideas, or concerns with relevant stakeholders to foster a collaborative environment
- Compose various letters of acknowledgement, thanks, waivers, employment matters, or memoranda in the Chief Operations Officer name as instructed
- Manages facilities work orders for central office staff (as needed) for maintenance concerns and to communicate with the Service Response Center at SLPS Building & Grounds location
- Receives and screens office visitors and telephone callers and refers to other individuals as appropriate
- Develops and/or maintains all records and documentations by Chief Operations Officer's request
- Make appointments for interviews with prospective applicants, create interview instruments for search committee members, provide logistics and high-level interview schedules as assigned by Chief Operations Officer or the Operations Department Directors
- Work with Accountability and Facilities office to ensure Chief Operations Officer reviews and approves all building usage request forms
- Serves as Central Office contact for members of the District Leadership Team and follows through with cross-departmental teams, as needed, to ensure work moves forward efficiently
- Participates in meetings, workshops, conferences and seminars for the purpose of conveying and/or gathering information required to perform functions
- Ensures the operations success of the district, ensure contractual and regulatory requirements are met, and that resources are managed effectively
- Perform all other related duties as assigned



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Knowledge, Skills, and Abilities:

- Ability to proficiently utilize computer software/applications such as MS Office Suite (i.e., MS TEAMS, MS Word, Excel, PowerPoint, Outlook, etc.), accounting software, purchase order software (i.e., BusinessPlus), work order software and school board management software (i.e., BoardDocs)
- Ability to communicate with others and effectively to convey clear and concise information
- Ability to understand written sentences and paragraphs in work related documents
- High degree of skills in customer service including finding ways to actively help staff, community partners, parents and stakeholders
- Ability to handle confidential and sensitive information
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs
- Ability to exercise independent judgment and understanding to carry out detailed written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Apply principles of logical thinking to define problem, collect data, establish facts and draw valid conclusions
- Ability to interpret instructions furnished in written or oral form
- Ability to effectively work and interact with others on all leadership levels

Experience:

- Minimum of five (5) years of experience in an executive-level office
- Ability to demonstrate superior professionalism in relationships, oral communication, professional appearance, and written communication required
- Experience in an operation, financial, or facilities environment is preferred

Education:

- Bachelor's Degree in Operational/Leadership Management, Business Administration or related field (required)
- Master's Degree in Operational/Leadership Management, Business Administration, or related field (preferred)

Physical Requirements:

- Must be physically able to operate a motor vehicle
- Walking, sitting, talking and hearing
- Clarity of vision at 20 inches or less
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects



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Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- Ability to work cross-functionally between various district locations
- Very limited or no exposure to physical risk

Disclaimer:

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Review/Approvals:

Employee Date Immediate Supervisor Date

Human Resources Date

In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.