



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

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| <i>Position Title:</i> | Operations Manager |
| <i>Payroll/Personnel Type:</i> | 12 Month |
| <i>Reports to:</i> | Deputy Superintendent of Operations |

Position Summary:

The Operations Manager performs a variety of technical and complex duties for the Deputy Superintendent of Operations in support of operational services. The Operations Manager requires competencies such as the ability to 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, including Building Commissioner and Directors.

Essential Functions:

- The Operations Manager serves as the frontline of the Operations office, ensuring a professional, organized, and empathetic experience for all stakeholders with whom the Office interacts and ensuring that the Deputy Superintendent of Operations 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 Deputy Superintendent of Operations, Building Commissioner and/or Operations Leadership Team
- Coordinate office operations in Divisions of Facilities, Food and Nutrition Services, Transportation, Real Estate, and Safety and Security
- Supervises secretaries and administrative support staff within Operation Departments.
- Performs a full range of highly responsible and specialized administrative and technical support functions in support of departmental operational services
- Maximize utilization and effective management of the Deputy Superintendent of Operations time in a confidential and professional manner
- Attends School Board meetings and other meetings as directed by the Deputy Superintendent of Operations
- Contribute to ensuring the smooth and efficient operations of the office and the proper and timely completion of projects and activities
- Provide support to meetings, secure dates, and location. Provide support materials including collection of relevant data and agendas for all participants
- Ability to learn to new strategies and ensure efficient, high-quality work
- Report regularly to the Deputy Superintendent of Operations any developments or problems within the District which may require awareness or action
- Maintain a variety of documents, files, and records (manual and computer) for the purpose of providing up-to-date reference trail, availability of information as needed and ensuring confidentiality, in addition to 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



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- 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 in order to foster a collaborative environment
- Compose various letters of acknowledgement, thanks, waivers, employment matters, or memoranda in the Deputy Superintendent of Operations name, as instructed, in addition to typing correspondence already composed by the Deputy Superintendent of Operations and/or Building Commissioner
- Manages work orders in SchoolDude 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 per Deputy's request
- Makes appointments for interviews with prospective applicants and typing interview instruments for search committee members as assigned by Deputy Superintendent of Operations or Building Commissioner
- Work with Operations Budget Analyst to ensure signatures and budget items are received prior to board meetings
- Work with Accountability and Facilities office to ensure Deputy Superintendent of Operations signs off on building usage form requests
- 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 and seminars for the purpose of conveying and/or gathering information required to perform functions
- Perform other duties as assigned

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 operations, financial, or facilities environment is preferred

Education:

- Associate Degree or Bachelor's Degree in business or related field (preferred)

Knowledge, Skills, and Abilities:

- MS Office Suite Savvy (MS Word, Excel, PowerPoint, Outlook, etc.)
- Ability to communicate with others and effectively convey information
- Ability to understand written sentences and paragraphs in work related documents



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- High degree of skills in customer service including finding ways to actively help people
- Ability to handle confidential, 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 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

Physical Requirements:

- Must be physically able to operate a motor vehicle
- 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, including the human body
- Light work usually requires walking or standing to a significant degree

Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- 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



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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.