

### Job Description

<b>Job Title:</b>	Director of Operations
<b>Reports To:</b>	Executive Director
<b>FLSA Status:</b>	Exempt

### Job Summary

The Director of Operations is responsible for overseeing, coordinating and administering general administration activities and office services that support optimal levels of internal communication and office administration, and support the delivery of quality educational services.

### Essential Job Duties

- Manages a complex office environment consisting of multiple priorities and frequent interruptions.
- Addresses general and routine office and staff related situations, questions and concerns.
- Prioritizes and coordinates the completion of office administration, secretarial and clerical tasks and projects.
- Operates a variety of office equipment, including hardware and software technologies.
- Acts as a liaison between parents, staff, and the community.
- Records and prepares staff and client attendance and punctuality reports.
- Prepares, maintains and distributes client and staff calendars and other scheduling related information.
- Supervises support staff and provides general performance feedback and coaching.
- Assists in preparing school announcements, newsletters, brochures and various marketing materials and communications.
- Maintains electronic and non-electronic records and files pertaining to staff, students, clients, and ensures records are securely and appropriately maintained at all times.
- Uses various systems and applications to enter data and information, as well as prepare and maintain written documents and reports.
- Maintains employee attendance data and related records.
- Prepares and sends various reports including, without limitation, attendance, punctuality, compliance, and facility maintenance, to appropriate management personnel.
- Coordinates new employee orientation and collects new employee paperwork to ensure timely processing.
- Interprets, explains and supports the enforcement of rules, policies and procedures of The Learning Lane.
- Coordinates custodial, maintenance and other facility related activities to ensure a clean, healthy and productive environment for clients and staff.
- Orders, receives, stores and distributes classroom and office supplies.
- Monitors children for signs of child abuse, and reports incidents of suspected abuse to appropriate staff and personnel immediately.
- Attends meetings, events and seminars as required by The Learning Lane.
- Assists staff in attending to student related issues, and in contacting parents or guardians.
- Participates in and assists with planning, scheduling and coordinating team meetings, fundraisers, open house meetings and other related events and functions for The Learning Lane.
- Maintains proficient understanding and working knowledge of standards and best practices for the effective and efficient delivery of office services and general office administration.

### Working Environment

This position requires frequent sitting, walking, standing, reading, seeing, speaking, hearing, listening, organizing, interpreting data and information, operating office equipment, typing using a computer keyboard, and viewing a computer screen monitor. The working environment consists of an indoor and climate-controlled setting the majority of the time, and activities occurring in an outdoor non-climate controlled setting are occasional. The working environment entails working in the presence of pre-school aged children with various types of developmental disabilities the majority of the time, and with high volume auditory sounds and activities occurring frequently.

**Education & Experience Requirements**

High school diploma or equivalent GED

Three years experience working in an office management, office administration, office services, secretarial or clerical capacity, or an equivalent combination of experience and education.

**Knowledge, Skills & Abilities**

**Ethics** - Displays the highest levels of integrity, honesty, respect, and sound judgment at all times.

**Accountability** - Takes ownership of own actions, decisions and contributions as a team member and as a leader within the organization.

**Leadership** - Acts as a role model for all staff by demonstrating behaviors and conduct consistent with company policies, procedures and practices.

**Customer Service Orientation** - Delivers helpful, courteous, accessible, responsive and knowledgeable client-driven support to staff, clients, and others at all times.

**Decision Making** - Evaluates information, data and resources, and identifies potential solutions to problems that support the strategic goals and objectives of the business, as well as the goals for developing a productive and safe working environment.

**Communication** - Conveys verbal and written information using effective techniques and approaches that provide clarity, promote teamwork, and efficiency.

**Interpersonal Relationships** - Applies active listening to foster strong working relationships with staff, children, parents, guardians and families.

**Conflict Management** - Resolves general disagreements and discrepancies by identifying the specific issue, and providing the appropriate resolution to support a safe, healthy and productive working and learning environment.

**Teamwork** - Cooperates and works constructively with others to accomplish common goals and objectives, and treats others with respect and dignity by valuing the contributions of everyone.

**Initiative** - Proactively identifies ways to contribute towards the goals and objectives of The Learning Lane, and takes proper action to address issues and opportunities.

**Time Management** - Budgets, schedules and manages own time in order to fulfill priorities effectively and efficiently.

**Technical Knowledge** - Applies proficient understanding and working knowledge of word processing, spreadsheet, electronic messaging, presentation, and database applications, systems, and technologies, as well as general office equipment.

**Employee Acknowledgement**

My signature below acknowledges that I have received and read my job description, and that I understand the scope, essential job duties, knowledge, skills and abilities, and working environment that apply to my job. I further acknowledge that I can safely and effectively perform the essential job duties with or without reasonable accommodation, and in accordance with the policies, procedures, expectations and standards of The Learning Lane.

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Employee Name (Print)

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Employee Signature

\_\_\_\_\_  
Date Signed