

**Organization: InterIm Community Development Association (ICDA)**  
**Job Title: Operations Director**  
**Reports to: Executive Director**

**General Nature & Scope:** The Operations Director has broad responsibility for the organization's daily operations and maintenance of the organizational health. The Operations Director works closely with staff to carry out the organization's strategic goals, and identifies current and emerging issues related to the agency's lines of business and coordinates staff collaboration to address those issues. The Operations Director is responsible for ensuring coordination among the organization's internal operations including housing development, community development, asset management, finance, fundraising, administration and operational aspects of development projects.

The position is responsible for ensuring the development, implementation and management of policies, programs and strategic initiatives related to daily operations of the agency including organizational infrastructure and the performance management system (performance appraisals, promotions, compensation, administration and terminations). The Operations Director participates in the analysis and maintenance of the agency's assets and works to ensure the operational health of assets which include InterIm parking operations and the four ICDA-owned affordable housing projects.

**Specific Duties and Responsibilities:**

**Fiscal Management**

- Supports the Finance Director in developing the annual operating budget, and project and asset management budgets.
- Assists Finance Director in monitoring financial operations and significant deviations from the budget.
- Works with Finance Director and Executive Director to ensure that the agency is meeting all the terms of funding agreements for its operations.
- Assists Executive Director in monitoring impact of new projects on agency budget.

**Human Resource Management**

- Works with senior team to develop and maintain human resource-related functions (e.g., performance standards, appraisals, performance management program) and compensation system for the agency.
- Works with senior team to ensure the implementation of human resource recruitment, promotions, transfers, performance improvement/disciplinary actions and terminations.

**Asset Management**

- Works with senior management to ensure physical and economic health of all agency-owned and/or managed properties and compliance with terms of all funding agreements for each property.
- Works with Finance Director and Parking Manager to monitor parking operations and budgets for maximum efficiencies.

### **Policy Development and Implementation**

- Develops, recommends and implements procedures to improve agency operations and assist staff in carrying out agency policies.

### **Communications:**

- Assist Executive Director in development of agency's communications plan (media, annual reports, newsletters, events, etc.).

### **Fund Development**

- Collaborate with staff and board to meet annual fundraising targets to support agency operating and project needs.
- Work with Executive Director to carry out fund development activities including donor cultivation and solicitation, events, and grant writing.
- Assist Executive Director in liaison and communications with funders, community supporters, and general public.

### **Board Governance**

- Work with agency staff to provide professional and administrative staff support to Board of Directors and board committees.
- Assist in implementing board development and governance-related goals and activities.

### **Other**

- Handles other duties, assigned by the Executive Director and/or as required depending upon project or workflow needs.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Excellent management, leadership and interpersonal skills to work with and motivate at all levels of management and staff.
2. Strong analytical skills applied to business and financial data
3. Other management skills, including:
  - Strategic planning and program development
  - Communication: oral, written, listening, public speaking
  - Detail orientation and attention to process
  - Analytical problem solving
  - Sound judgment/decisive decision making
  - Staff development with all levels of staff and volunteers, empowerment, delegation
  - High level of personal and professional ethics
4. Computer skills including word processing and spreadsheets software.

### **Knowledge, Skills, and Abilities**

- Non-profit management
- Public policy and political processes

- Governmental regulations, practices and reporting requirements related to real estate and affordable housing development and asset management desired
- Human resources management policies and practices
- Financial planning and analysis

**Education & Experience: Any combination of experience and training that would likely provide the required knowledge, skills and abilities will be considered.**

Knowledge of non-profit administration or operations management, at a level normally acquired through completion of a Bachelor's Degree.

Experience should include seven to ten years of progressively responsible management experience with responsibility for supervising line staff and daily operations required, preferably in a non-profit setting. Experience in housing/community development, asset management and social services desired.

Hours: 20-30 hours (negotiable)

Pay: \$24-26 hour depending on experience.

Interested individuals should submit a brief cover letter and resume with three professional references to: [info@interimicda.org](mailto:info@interimicda.org), or FAX (206) 624-5859. Open as of 3/12/06 and until position is filled.

[www.interimicda.org](http://www.interimicda.org)