

Director of Operations - Hometown Resource Center

Summary: The Director of Operations, when present in the Resource Center, is the responsible person in charge of all activities. In addition, the Director of Operations has a number of specified tasks as noted below.

Essential Functions:

Store/Food Shelf Operations:

- Ensures the retail store runs efficiently and effectively
- Delivers excellent customer service and handles all customer and donor concerns in a timely and effective manner to the satisfaction of the customer/donor.
- Ensures Food Shelf is meeting State and Federal Guidelines
- Executes/Maintains orders for Food Shelf and coordinates Food Drop with the sponsoring Churches and Board volunteer
- NAPS administration
- Coordinate food drives with local organizations

Client Assistance:

- Emergency Assistance intake and approval
- Coordinate with other agencies to best meet client needs

Management:

- Ensures employees are trained and manages store personnel needs.
- Ensures financial and business control through reporting and communication.
- Work with Employees to maximize donations and inventory levels
- Execute daily/monthly deposits through QuickBooks books
- Maintain monthly and quarterly reporting as required for sales reporting/donations
- Grant reporting as needed monthly/quarterly

Community – Services & Programs:

- Partners with volunteer and service organizations in the St. Charles community to build and maintain positive local relationships.
- Establishes a store representation in community events and meetings.
- Supports and promotes SE MN Resource Center mission and values.

Safety & Asset Protection:

- Ensures safety and protection of employees, assets, and facilities.
- Directs employees in adhering to loss prevention and safety procedures and initiatives.
- Identifies potential facility concerns and addresses issues with the Board of Directors.

Volunteer Management

- Works to train and supervise volunteers

Duties as Assigned: Performs other additional responsibilities as needed by the organization.

Minimum Requirements**EDUCATION:**

- Bachelors' Degree or relevant prior work experience

SPECIAL KNOWLEDGE OR SKILLS:

- Proficient in Excel and other Microsoft applications; QuickBooks
- Marketing and promotional expertise.
- Ability to read, write and speak English sufficiently to communicate effectively with supervisors, employees, and customers.
- Ability to work independently and coordinate multiple projects simultaneously.
- Excellent organizational and administrative skills with the ability to prioritize.
- Experience with time management skills, delegation, team building, and strong communication skills.
- Strong analytical, problem solving, and strategic thinking skills.
- Strong people management and coaching skills.
- Ability to handle sensitive and confidential information appropriately.
- Experience in supervising and leading a team.
- Ability to interact with a diverse population in a human services settings.
- Work schedule includes days and some evenings or weekends.
- Must have a valid driver's license
- Ability to lift up to 40 lbs.

SE MN Resource Center is an Equal Opportunity Employer

