

DIAL/SELF Job Description

Title: Operations Director

Department: Administration

Supervisor: Executive Director

Status: Full Time (37.5+ hours per week, salary employee)

Job Summary:

DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position will require applicants able and willing to embrace this commitment.

The Operations Director is responsible for coordinating daily transactions connected to agency operations such as bookkeeping, human resources, property management and general agency administrative needs. At the time of posting, the agency has an annual budget of about \$2 million and manages over \$1 million in federal contracts. The agency is the sole owner of two LLCs, owns 4 buildings on 3 plots of land and leases two office locations. The agency acts as a mission-driven property owner for 21 residential apartments that are a mix of efficiency, one bedroom and two bedroom units. DIAL/SELF has about 18 regular employees and supports up to 57 AmeriCorps members per year.

COVID-19 considerations:

All staff are required to wear masks on site, and during in-person interactions in doors. There is an expectation of on-site work in Greenfield and the surrounding area for the majority of paid time, with a limited amount of remote work possible after provisional employment period is completed.

Preferred Qualifications:

- Lived experience of navigating homelessness and housing instability as a youth under 25 years old.
- Spanish or American Sign Language fluency.

Required Qualifications:

- Appropriate training and education such as accounting or related degree and/or experience
- Experience with accounting software such as QuickBooks Pro
- Excellent communication and interpersonal skills
- Ability to manage multiple tasks with priorities that can change from day to day
- Strong technology skills: Excel, Word, Access, G-Suite, Web Browsing & E-mail
- Excellent attention to detail
- Understanding of confidentiality, and ability to maintain required boundaries
- Ability to walk up and down 3 flights of stairs
- Ability to work from home with internet access
- Must have a valid driver's license, reliable transportation, and have safe driving record with no major faults in last 3 years
- CORI, SORI, DCF and FBI background checks required by funders

Duties and Responsibilities:

- Process and coordinate completion of spending approvals and accounts payable
- Process and record cash receipts and accounts receivables
- Manage various governmental and non-governmental funding contracts to ensure timely and proper billing cycles are maintained and implemented.
- Review and report agency cash flow projections
- Processing of payroll and related transactions
- Produce/assist with monthly, quarterly and yearly reports, allocations and reconciliations.
- Participate in annual audits.
- Maintain agency administrative contracts, fiscal, human resources etc... hard copy files and electronic record filing systems in good order
- Maintain and administer new employee paperwork and new hire process
- Maintain and administer the background check record systems
- Maintain and administer employee benefits such as Insurance, retirement, etc...
- Support management in creating/accessing reporting data from various information systems
- Supervise/support other administrative employees as needed.
- Assist admin staff with backup property on-call rotation as needed, this can include weekend and holiday coverage for an additional per diem compensation.
- Participate in appropriate trainings and staff meetings.
- Support agency peers as needed with tasks as part of team approach to support the needs of agency operations

Compensation:

- \$ 47,775/year, plus \$975/year for Spanish or ASL Fluency, \$975/year for relevant lived experience with housing insecurity as YYA. Rate of pay is determined by annual budget and not subject to negotiation.
- Health New England, Delta Dental, 70% employer paid
- Life Insurance, 100% employer paid
- MA Extended Family & Medical Leave, 100% employer paid
- 12 Paid Sick Days
- 21 Days of Paid Time Off per fiscal year. PTO increases annually.
- 403(b) Retirement plan with limited company match
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)
- 403(b) Retirement plan with limited company match