



POSITION DESCRIPTION

Vice President, Operations

I. POSITION INFORMATION

WORKING TITLE: VP of Operations

SUPERVISOR: Chief Operating Officer

II. DUTIES AND RESPONSIBILITIES

Reporting to the Chief Operating Officer (COO), the Vice President of Operations is responsible for managing the agency's food service and housing operations, facilities, and possible social venture.

Specific responsibilities:

- Manage all food service operations with an emphasis on production efficiency and cost containment. Supervise the Director of Food Service.
- Implement any food-related social ventures that the agency may launch.
- Manage property and asset management firms for Potiker Family Senior Residence and City Heights Square with an emphasis on full occupancy, cost containment and adherence to applicable regulations.
- Oversee leases, maintenance, security and operations for all agency facilities.
- Collaborate closely with VP, Programs & Services to ensure that infrastructure supports program delivery.
- Provide input to the COO (and CEO) on strategic and general management issues facing the agency.
- Represent Senior Community Centers with external constituency groups as required.
- Other duties as assigned.

III. POSITION REQUIREMENTS

Candidates for this position must have: a Bachelor's Degree (Master's preferred); a minimum of 10 years senior level operations experience that includes food service; financial expertise related to cost containment, budgeting

and compliance; and IT experience sufficient to implement technological solutions to operational challenges.

The ideal candidate's qualities will include:

- Analytical -- the individual synthesizes complex or diverse information.
- Problem solving -- the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication -- the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts productive meetings.
- Delegation -- the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegated activities.
- Leadership -- the individual inspires and motivates others to perform well and accepts feedback from others.
- Management skills -- the individual includes staff in planning, decision-making, facilitating and process improvement; makes self available to staff; provides regular performance feedback; and develops subordinates; skills and encourages growth.
- Quality management -- the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment -- the individual displays willingness to make decisions, exhibits sound and accurate judgment, and makes timely decisions.
- Planning/organizing -- the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safely and security -- the individual observes safety and security procedures and uses equipment and materials properly.

IV. COMPENSATION

The compensation package includes a competitive salary and an excellent benefits package, including: a 403 (b) match, medical and dental plan, life insurance, disability coverage and PTO.

Qualified candidates should send resume and cover letter with salary requirements to maureen.piwowski@serving seniors.org. Position is open until filled.