



**JOB TITLE:** Operations Manager

**EMPLOYER:** ReBUILD Metro, Inc.

**DEPARTMENT:** Operations

**REPORTS TO:** Chief Operating Officer

**EFFECTIVE DATE:** 11/14/2022

**MISSION:** The mission of ReBUILD Metro is to restore the history and prosperity of neighborhoods by rebuilding homes and fostering enduring community relationships. We work to ensure that everyone in the communities we serve has a decent and affordable home in a stable and safe environment.

**SUMMARY:** The Operations Manager is a key member of ReBUILD Metro's Management Team, providing oversight of ReBUILD's operations. This individual models operational excellence, prudent controls, tactics, policies, and procedures to sustain and improve ReBUILD's financial strength and operational efficiency. The Operations Manager will support ReBUILD's Management Team with their operational and organizational efforts. The Operations Manager will manage elements of ReBUILD's process system and ensure consistency of practice in all departments.

## **DUTIES AND RESPONSIBILITIES:**

### **Operations**

- Steward ReBUILD Metro's process management system by identifying and recommended processes for development or improvement, training staff on process methodology, leading coordination of assigned process improvement projects, and documenting processes.
- Ensure staff compliance to existing processes and procedures by monitoring and reporting instances of staff noncompliance to the Chief Operating Officer
- Audit existing processes for gaps or inefficiencies and provide recommendations for improvement
- Conduct self-driven or assigned research of best practices for executing work- activities and report/present findings to the Chief Operating Officer and other audiences.
- Provide systems thinking to the development and refinement of internal management systems, controls, policies, and procedures to ensure compliance with all applicable financing, grant, contract, and legal requirements.
- Foster and support a culture of excellence and teamwork, ensuring positive results through accountability, strong communication, and cross-departmental collaboration as appropriate
- Model appropriate behavior by referencing and adhering to all documented ReBUILD Metro policies and procedures.

### **Project Management**

- Following funding guidelines and relevant procurement processes to contract the necessary professional services for each funded/approved project.
- Manage work of consultants against their contract and budget
- Review and accept work products from consultant, ensuring that the meet funding requirements, any applicable codes, and stakeholder expectations.



- Manage communication between consultants and between consultants and ReBUILD departments.
- Lead software implementations and corresponding business process design.
- Lead staff, manager, and special project meetings as needed.

### **SUPERVISORY RESPONSIBILITIES:**

- Operations Analyst
- Operations Administrator

### **QUALIFICATIONS:**

The requirements below represent the range of knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree (BA/BS) from four-year college or university with an emphasis in Business.
- Experience or interest in community development, real estate, construction, architecture, and/or urban planning.
- Ability to work independently and collaboratively, prioritize work, take initiative, manage multiple tasks while meeting deadlines.
- Ability to think conceptually.
- Strong organizational skills.
- Excellent written and verbal communication skills.
- Ability to understand and follow written and verbal instructions
- Computer skills proficient on Spreadsheet Software (Excel); Word Processing Software (Word); and Electronic Mail Software (Outlook).

### **COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment- free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand
- Occasionally required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move more than 10 pounds.
- Additional remarks regarding work environment: This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.

---

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*