POSITION DESCRIPTION
DIRECTOR OF OPERATIONS

DESCRIPTION:

Crisis Call Center is a 24/7/365 operation that addresses crisis situations such as suicide, sexual assault, domestic violence, substance abuse and child/elder abuse or neglect to mention just as few. The organization operates a crisis phone and text line that receives over 41,000 calls and texts per year from people in the region, nationally, and internationally. Also housed at the Crisis Call Center is a Sexual Assault Support Services (SASS) program that advocates on behalf of victims of sexual assault. The organization is run by both paid professional staff and a large group of dedicated volunteers.

CLASSIFICATION: FULL TIME - EXEMPT

POSITION SUMMARY:

The Director of Operations is directly supervised by the Executive Director. S/he assists the Executive Director in providing leadership, as well as personnel and administrative oversight for the organization’s day-to-day functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Administration:

- Assists the Executive Director in providing leadership and oversight for the organization’s day-to-day functions.
- Functions as a member of the Senior Staff team.
- Participates in strategic planning and provides support and assistance in setting the direction of the organization’s programs and services.
- Participates in the development of the organization’s goals and objectives.
- Oversees and administers Human Resources functions such as maintaining personnel files, orienting new employees, obtaining or completing all personnel related documents and monitoring compliance with local, state and federal labor and employment laws.
- Employee arbitration, conflict resolution, diversity development.
- Oversees training and supervision of interns and administrative volunteers to assist with program operations and to ensure a meaningful learning experience.
- Oversees tracking and maintenance new and ongoing grants and ensures files are updated and reporting is done in a timely manner.
- Prepares and documents deposits.
- Assists with preparation of materials for annual audit.
- Responsible for administration of health benefits, COBRA administration and retirement programs
- Manages Workers Compensation insurance/claims.
- Manages unemployment claims.
- Assists with revisions to policies and procedures manuals.
- Responsible for maintenance and renewal of business related insurance, permits and non-profit filings.
- Maintains or coordinates maintenance of physical office space and premises to ensure safety compliance; maintenance of office equipment.
- Project management as needed.

Fund Development and Marketing:

- Creates and manages comprehensive program for donor records, recognition, tracking donations and issuing acknowledgment letters.
- Identifies and manages communications with current and potential donors.
- Participates in the development of consistent and effective marketing and public awareness activities and materials.
• Responsible for oversight of social media campaigns.
• Represents the Center at public events, conduct presentations for community organizations, corporate
donors, government agencies, etc.
• Assists in developing inter-agency relations and networking with other community organizations.

Board-Related Duties:
• Attends regular Board meetings and participates in committee meetings as requested.
• Oversees maintenance of Board member lists, files, meeting minutes and Board Manual and website
revisions/updates.
• Assists with preparation and maintenance of Board meeting materials including Board packets.

Additional Responsibilities:
• Participates in grantor site visits and agency accreditation/certification processes.
• Acts as liaison with outside contractors for services.
• Assists with answering the Crisis Call Center’s Business Office lines, as needed.

Qualifications:
• Graduation from an accredited college or university with a Bachelors Degree in Public Administration,
Non-Profit Management or related field desired. Equivalent work experience in a related field may be
considered.
• Minimum of two years administrative experience required; non-profit experience preferred.
• 2-3 years supervisory experience required with ability to motivate others.
• Experience in grant writing and fund development required.
• Demonstrated ability to develop collaborative and other innovative relationships among human services
agencies to support services and funding required.
• Excellent verbal and written communication skills.
• Proficient in Microsoft Office Suite. Knowledge of Etapestry or other Donor Management program a
plus.
• Successful completion of 73 hours of Call Center training required after hire.
• Must pass in-depth background check to include State and Federal criminal history and
employment history.
• Has an understanding of volunteer management, recruitment, and retention.
• Ability to listen, accurately assess client needs and manage individual diversity issues presented by callers
without bias.
• Must maintain and adhere to ethics and confidentiality standards.
• Good time management, organizational and record-keeping abilities.
• Motivated self-starter as well as team player, able to work independently with limited supervision.
• Basic office skills and familiarity with standard office administrative practices and procedures.
• Ability to work with deadlines and remain calm under pressure.
• Ability to work some evening and weekend hours required.
• Able to work in a standard office setting and be at a work station for four hours.
• Able to move up to 20 pounds.
• Able to read printed materials and computer screens.
• Able to communicate in person and over the phone.
• Valid driver’s license and working, licensed, insured vehicle.
• Bi-lingual fluency a plus.

TO APPLY:
Send a cover letter and resume to Rachelle Pellissier at executivedirector@crisiscallcenter.org. Position is open
until filled.