

## **MAKE AN IMPACT. CHANGE LIVES. END POVERTY.**

### **Company Overview**

We believe every child deserves an opportunity to succeed. Orange County Head Start, Inc. is a non-profit organization laser focused on breaking down walls of educational and other injustices that exist for children and families in poverty in contrast to their peers. We break down these walls by providing windows of opportunity using the Head Start and Early Head Start models. In order to meet the objectives of our mission, we are looking for what matters most - people - who share our purpose and mission to help children and families who are at a disadvantage. Being on our team at Orange County Head Start, Inc. means you are passionate about your career and helping your community. You can make a difference every day in a child's life here. Do you have the right purpose to make an impact on a child's life and help them unleash their full potential while unleashing your own? The job Description indicates the major duties required, but does not include all the duties and qualifications required. OCHS is an equal opportunity employer.

### **Job Summary:**

The Director of Operations is a key leadership role responsible for the strategic and operational oversight of critical organizational functions at Orange County Head Start. This position ensures the efficient and effective management of facilities, cultivates and strengthens vital community partnerships, maintains a robust safety program, and maximizes non-federal match resources. The Director of Operations will play a pivotal role in optimizing operational efficiency and ensuring the organization's resources are aligned with its mission to provide high-quality Head Start services to the community.

### **Minimum Qualifications:**

**Education:** Minimum of a Bachelor's Degree in the field of Business Administration, Public Administration, Operations Management, Facilities Management, Nonprofit Management, or related field. Master's degree preferred. Certification as a Certified Facilities Manager (CFM), Project Management Professional (PMP), Safety certification (e.g., OSHA certifications), or any certification related to fleet management is also preferred.

**Driving:** Must be able to drive to and from different centers, meetings, and/or training venues.

**Experience:** Seven years of progressively responsible experience in administration and/or operations with considerable program management, supervisory, and early education administration experience. Experience working in a non-profit or public sector environment, preferably with experience in early childhood education or a related field.

**Language Skills:** Communication, both written and verbal, including the ability to clearly and concisely communicate effectively with all levels of staff, management, and external stakeholders. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively and clearly present information in one-on-one and small group situations to parents and employees of the agency. Bilingual preferred (English/Spanish).

We offer an annual pay of **\$132,724**. Excellent benefits and the opportunity to serve children and their families in Orange County.

**Final filing date: Until filled**

**Apply now to join our team!**

**Submit an application, and resume to:**

Orange County Head Start, Inc.  
2501 S. Pullman Street, Suite 100  
Santa Ana, CA 92705

For further information and additional career opportunities please visit the careers section on our website at [www.ochsinc.org](http://www.ochsinc.org) or call our Human Resources Department at 714-241-8920.

Fax 949-596-8291

EOE



# MAKE AN IMPACT. CHANGE LIVES. END POVERTY.

## Company Overview

At Orange County Head Start, we believe every child deserves the chance to shine. That's why we're on a mission to level the playing field for children and families in poverty. We partner with families to provide high-quality education and support through our Head Start and Early Head Start programs. We're looking for passionate individuals who share our commitment to helping children reach their full potential. Be part of a team making a daily impact in children's lives. Work in a purpose-driven environment where your passion meets opportunity. Help children overcome challenges and unlock their potential. As part of our team, you'll play a vital role in shaping young lives. Do you have the purpose and passion to make a real difference? Join us and help children unleash their potential, while you unleash your own!

This job description indicates the major duties required but does not include all the duties and qualifications required.

<b>Job Title:</b> Director of Operations	<b>Administrative:</b> 80%	<b>FLSA Status:</b> Exempt
<b>Department:</b> Program Services	<b>Programmatic:</b> 20%	<b>Employment Contract:</b> No
<b>Reports To:</b> Executive Director	<b>Pay Grade:</b> 17	<b>Work Location:</b> Main Office

## Job Purpose Summary

The Director of Operations is a key leadership role responsible for the strategic and operational oversight of critical organizational functions at Orange County Head Start. This position ensures the efficient and effective management of facilities, cultivates and strengthens vital community partnerships, maintains a robust safety program, and maximizes non-federal match resources. The Director of Operations will play a pivotal role in optimizing operational efficiency and ensuring the organization's resources are aligned with its mission to provide high-quality Head Start services to the community.

## Operations Essential Job Duties

1. Develop and implement strategic goals, operational plans, and budgets for areas of program operations responsibility.
2. Collaborate with the Executive Director, fellow directors, managers, staff, Board of Directors, Policy Council, and partnership agency programs to align operations with the agency's overall vision, mission, and strategic direction.
3. Oversee and evaluate the effectiveness of program operations, ensuring continuous improvement and compliance with Head Start Performance Standards, federal, state, and local regulations.
4. Represent OCHS in professional organizations, community agencies, and other external partnerships to stay abreast of best practices and advocate for the needs of children and families.
5. Directly supervise and provide guidance to the Community Partnerships Manager, Safety and Emergency Plan Supervisor, and Facilities & Fleet Manager.
6. Ensure the coordination and integration of operational services across all delivery models (center-based, home-based, etc.).
7. Develop and implement policies, procedures, and protocols to ensure compliance with Head Start Performance Standards and other regulations.
8. Monitor program performance, analyze data, and make recommendations for improvement.
9. Assist in the development and implementation of new initiatives and special projects.

10. Responsible for building an entrepreneurial environment where innovation is encouraged and recognized in sustaining, improving and growing the mission of OCHS and provision of high quality of services to children and families.
11. Recruit, recommend for hire, supervise, and evaluate the performance of program operations staff.
12. In coordination with the Human Resources, develop and review job descriptions, ensuring they accurately reflect the roles and responsibilities of staff.
13. In coordination with Human Resources, provide professional development opportunities and training to enhance staff skills and knowledge.
14. Foster a positive and supportive work environment that values innovation, collaboration, and high-quality service delivery.
15. Supervise performance including review of department employee adherence to values and strategic directives as performance expectations, preparation and presentation of performance reviews, pay administration, and disciplinary action for both direct and indirect reports.
16. Responsible for using an objective approach in evaluating performance consistent with practices of the organization.
17. Provide input for forward-thinking initiatives to accomplish operational goals & objectives, which may include recommending organizational restructuring, process re-engineering, technological enhancements, and adaptability to changing business and regulatory environments.
18. Stay abreast of external business, technology, regulatory changes/developments, and internal practices as they apply to facilities. Recommend changes/shifts in routine operations as appropriate.
19. Assist in the preparation of grant applications.
20. Participate in relevant committees and task forces.
21. Produce monthly reports on the status of the organization's program operations.
22. Collect and input necessary information into ChildPlus to track and review information for all service areas.
23. Review monitoring reports, provide guidance in developing corrective action plans, address system-level issues, and ensure corrective action plans are implemented.
24. Ensure monitoring and quality reports are addressed by deadlines.
25. Serve on a team of Senior Leadership providing the Executive Director and the agency with a blueprint to ensure that the agency is in alignment with the Federal Performance Standards and other regulations, new initiatives, and best practices. Provide consultation and guidance to program staff.
26. Perform additional assignments and duties as assigned by the Executive Director or his/her designee and keep him/her informed on all program service issues and gains.
27. Attend scheduled Policy Council meetings.
28. Attend scheduled Board of Director meetings.
29. Perform other duties as assigned.

## Facilities and Fleet Management

1. Develop and implement a comprehensive facilities management plan, ensuring safe and well-maintained learning environments and a reliable vehicle fleet.
2. Oversee all aspects of facility maintenance, repairs, construction and renovations, including vendor management and budget control.
3. Oversee management of the overall planning, development and administration of agency facilities in the areas of: capital improvements/major renovations; building maintenance and repair; property & facilities management, preparation of bid specifications; and evaluation and management of contract compliance. Oversee the administration of multiple contracts for operation and maintenance of buildings.
4. Provide review, advice and guidance to the agency on standard contracts with consultants, vendors, service providers, and donor agencies to ensure contracts are consistent, protect the interests of the agency, and comply with all relevant federal state and local regulations. Convening review panels and awarding the contract, while ensuring compliance with all relevant federal, state and local regulations.
5. Manage the facilities and transportation work order process, including review of work orders submitted by staff. Review feasibility and costs of work requested to determine if work can be done in-house or if an outside contractor is needed. Develop and maintain processes to provide management and

oversight of facility needs. Participate in the development and implementation of a prioritized maintenance and repair schedule for the agency.

6. Manage the staff providing facilities and transportation services to the agency. Establish functional goals, standards and protocols for facilities staff and their assigned areas of responsibility. Plan, organize, control, integrate and evaluate the work of assigned staff. With staff, develop, implement and monitor work plans to achieve goals and objectives. Supervise and participate in developing, implementing and evaluating plans, work processes, systems and procedures to achieve goals, objectives and work standards. Manage, participate in, and review the work of employees in the division. Establish functional staff training and development.
7. Serve as an active member of the agency's Senior Leadership and Management Team, and any other ad hoc teams assigned. Accomplish committee and team assignments in a manner that contributes to the group's success.
8. Identify and develop a list of agency improvement needs for the annual bid process.
9. Provide justification of building expenditures and repairs, analyses of operating expenses and other issues essential to operation of agency properties. Participate in the direction of the development and implementation of departmental planning issues.
10. Oversee the planning and construction of new facilities, including: federal design specifications; due diligence on construction progress; tracking costs and work accomplished. Ensure coordination with other staff to minimize disruption to, and/or address needs in, program services such as food services, preschool and childcare, licensing, financial record keeping, etc. Ensure contractor compliance with the Davis-Bacon Act and other required governmental and agency specifications.
11. Review and update function's policies and procedures annually.
12. Recommend and coordinate the appropriate utilization of space, moves, and other facility related issues.
13. Ensure compliance with all relevant building codes, safety regulations, and licensing requirements, as well as vehicle registration and safety standards.
14. Manage facility-related emergencies and develop contingency plans.
15. Conduct regular facility inspections and audits to identify and address potential issues, as well as regular vehicle inspections and maintenance schedules.
16. Manage facility and fleet-related contracts and procurement.
17. Oversee the maintenance and repair of the OCHS vehicle fleet, including scheduling regular servicing and addressing mechanical issues.
18. Ensure proper vehicle insurance, registration, and compliance with all applicable traffic laws and regulations.
19. Develop and implement policies and procedures for the safe and efficient use of company vehicles.
20. Maintain accurate records of vehicle maintenance, mileage, and usage.
21. In coordination with the Director of Finance and Administration, writes applications for new facilities and major renovations (1303 Applications).

### **Community Partnerships Essential Job Duties**

1. Identify, cultivate, and maintain strategic partnerships with community organizations, businesses, and government agencies.
2. Represent Orange County Head Start at community meetings and events.
3. Develop and implement strategies to enhance community engagement and collaboration.
4. Negotiate and manage partnership agreements and memoranda of understanding.
5. Work with community partners to enhance service delivery for children and families.
6. Oversee the agency's warehouse operations.
7. Establish and maintain positive relationships with community partners.

### **Safety Essential Job Duties**

1. Develop, implement, and maintain a comprehensive safety program, ensuring the safety and security of children, staff, and visitors.
2. Conduct regular safety audits and risk assessments.
3. Support the Quality Systems unit's annual health and safety review by coordinating the timely follow-up on identified corrective actions and ensuring the implementation of necessary systems, policies, and procedures to maintain a safe OCHS environment.
4. Oversee the development and implementation of emergency preparedness plans.
5. Ensure compliance with all relevant safety regulations and guidelines.
6. Provide safety training and education to staff and families. Lead and support staff in the implementation of the Safety Assistant Monitor (SAM) parent volunteer program.
7. Manage security systems and protocols.

### Non-Federal Match Essential Job Duties

1. Develop and implement strategies to maximize non-federal match contributions.
2. Identify and cultivate potential sources of in-kind contributions and financial support.
3. Track and report on non-federal match contributions, ensuring compliance with Head Start regulations.
4. Develop and maintain relationships with donors and community partners to secure match resources.
5. Ensure accurate documentation of all non-federal match activities.
6. Ensure the organization is meeting its Non-Federal share match requirements and goals.

### Other Essential Job Duties

1. Must have an interest in children and their development.
2. Mandated reporter under California's Child Abuse and Neglect Reporting Act (CANRA).
3. Must abide by all agency policies including the agency's Standards of Conduct, fraud, and confidentiality policies. Must not discuss the affairs of the staff, children, or Head Start families. Will only discuss agency business on a need-to-know basis.
4. Must be professional at all times and be neat and clean in personal appearance following the Agency's dress code.
5. Responsible for establishing good working relations with parents, staff, professionals, and the general public.
6. Ability to take directives.
7. Serve as a member of your assigned work site team:
  - Participate in staff meetings.
  - Participate in the annual Community Assessment, Self-Assessment, and Program Information Report (PIR).
  - Assist in the recruitment of children and volunteers.
  - Assist in obtaining non-federal matching funds (in-kind).
  - Cover job duties of absent staff as assigned by immediate supervisor or administration.
  - Perform extra assignments in other areas and related task assignments in the work area.
  - Provide support and resources to other employees.
  - Maintain timelines and due dates of job-related activities via individual Google Calendar.
  - Create and maintain visual work instructions, position, and work site related.
8. Regular, consistent attendance.
9. Domestic travel is required.
10. Must be able to travel to assigned work location(s). This is not a work-from-home position. This position is at the OCHS Main Office and/or Warehouse.
11. Must keep the work area neat and clean.
12. Lift 10-30 lbs regularly, up to 50 lbs occasionally.
13. Perform other job-related duties as assigned by immediate supervisor or administration.
14. Work from the OCHS Main Office site. This is not a work-from-home or hybrid position.

### Non-Essential Job Duties

1. Perform similar and incidental duties as assigned or required by the Executive Director.

## Job Qualifications

1. **Education:** Minimum of a Bachelor's Degree in the field of Business Administration, Public Administration, Operations Management, Facilities Management, Nonprofit Management, or related field. Master's degree preferred. Certification as a Certified Facilities Manager (CFM), Project Management Professional (PMP), Safety certification (e.g., OSHA certifications), or any certification related to fleet management is also preferred.
2. **Driving:** Must be able to drive to and from different centers, meetings, and/or training venues.
3. **Experience:** Seven years of progressively responsible experience in administration and/or operations with considerable program management, supervisory, and early education administration experience. Experience working in a non-profit or public sector environment, preferably with experience in early childhood education or a related field.
4. **Knowledge:** Extensive knowledge of Head Start program regulations, performance standards, current initiatives, and trends. Reporting practices and requirements in areas related to parent, family, and community engagement, nutrition/food services, and health education. Research methods and statistical analysis techniques. Management and supervisory principles and practices, including goal development, work planning, and organization methods.
5. **Language Skills:** Communication, both written and verbal, including the ability to clearly and concisely communicate effectively with all levels of staff, management, and external stakeholders. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively and clearly present information in one-on-one and small group situations to parents and employees of the agency. Bilingual preferred (English/Spanish).
6. **Math Skills:** Basic math skills including the ability to perform and understand basic statistics, percentages, and ratios.
7. **Other Skills:** Strong decision-making skills with the ability to make judgments and decisions under pressure. Time management skills to effectively schedule and meet Program demands. Leadership and management, including the ability to motivate, coach, and mentor staff. Interpersonal relations, including the ability to build rapport and trust with employees and management. Exercise sound independent judgment within general policy guidelines. Understand, interpret, and apply state and federal guidelines. Collaborate with professional organizations and community agencies. Manage development programs in accordance with federal, state, and local laws, rules, and regulations. Develop and manage a budget. Maintain confidentiality and discretion. Work independently and as part of a team. Manage multiple projects and deadlines. Adapt to a changing work environment. Demonstrate a commitment to diversity, equity, and inclusion. Lead, coach, instruct, and motivate employees.
8. **Reasoning Abilities:** Ability to quickly provide sound solutions to a variety of problems, issues and concerns that surface. Problem-solving and decision-making, including the ability to analyze complex problems and develop creative solutions. Negotiation and conflict resolution, including the ability to negotiate effectively with employees, management, and external stakeholders. Ability to apply common sense understanding to carry out detailed and involved written or oral instructions.
9. **Other Abilities:** Bilingual in English and Spanish is preferred. Experience working with diverse populations is preferred. Successfully comply with the provisions of Senate Bill 933 and Orange County Head Start's requirements relative to fingerprinting and criminal background checks. Strong computer skills, including proficiency in Microsoft Office Suite. Excellent organizational and time management skills. Strong attention to detail. Strong knowledge of the use of a personal computer, Windows, the Internet, and email software. In addition, an individual should be able to operate various office machines.

## Reporting Relationships

1. Reports to the Executive Director.

2. Directly supervises the Community Partnerships Manager, Safety and Emergency Plan Supervisor, and Facilities and Fleet Manager.

### Major Business/Professional Contacts

1. Frequent contact with the Executive Director to establish and review performance and goals or to establish or revise program services policy and procedures. Frequent contact with the Policy Council, Head Start representatives, and Board of Directors members. Periodic contact with attorneys, government agencies, and the public to resolve compliance issues or parent concerns. Frequent contact with contractors and vendors.

### Working and Environmental Conditions

1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
2. Requires working extended days and weeks including attendance at conferences, meetings, or workshops which may be held before and/or after normal working hours or in out-of-town locations. May require working in high-risk neighborhoods.

### Physical Demands

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
2. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and stoop, kneel, crouch, or crawl. Typically requires sitting for extended periods of time. Requires extended periods of time in front of a computer screen. The employee must frequently lift and/or move 10-30 pounds, and occasionally 50 pounds.

### Equal Employment Opportunity

Orange County Head Start is committed to a policy of equal employment opportunity. All qualified applicants will receive consideration for employment without regard to race, religious creed, color, notional origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.

### Other Requirements

Must be able to drive to and from different centers, meetings, and/or training venues; must be able to travel.

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I have read the duties set forth in the above job description and understand that the failure to fulfill such duties may result in my termination of employment with this agency. I understand that Orange County Head Start, Inc. is an "at will" employer. I hereby agree that I will be on call for work according to California Law requirements during any program layoff.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

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