



## Operations Director

Dorcas Ministries' board and executive director (ED) seek a mission-focused, seasoned, strategic, and process-minded leader with extensive experience in organizational management. This position is responsible for providing strategic leadership and tactical oversight to the day-to-day operations of the Dorcas Thrift Store (including drop-off and back room processing), management of day to day operations of Dorcas Plaza as delegated by the LLC Membership, and advisor to the Executive Director. The Operations Director (OD) works with his/her team to deliver measurable, cost-effective results that make our stated mission and goals and vision a reality. This position report to the Executive Director.

### **Key Qualifications for Filling Operations Director Position:**

Qualified candidates must believe in the core values of Dorcas Ministries and be driven by its mission. The candidate should demonstrate a passion for breaking new ground to lead a predominately volunteer based organization to new levels of success. We are seeking a candidate that has proven experience in organizational management and a demonstrated ability to both lead and build the capabilities of a driven, bright, diverse team of volunteers and staff. Dorcas Ministries is an organization driven by the values of its people, so experience in managing a "values-driven" organization is highly desired.

### **Essential Functions:**

- Assure that all volunteer and employees provide courteous, attentive service consistent to with our mission and values.
- Create, maintain, and implements store operating policies/procedures of the Dorcas Thrift Store.
- Strengthens Dorcas Thrift Store marketing, and merchandising in collaboration with the Marketing and Volunteer Manager and Dorcas Shop Managers to grow department and overall sales
- Maintains and fosters partnerships with all Dorcas Ministries leadership and create a positive inclusive environment.
- Prepare all annual store and Dorcas Plaza budgets in collaboration with the Dorcas Shop Managers and Chief Financial Officer.
- Working in partnership with the ED, create the organizations Strategic Plan and 10-year Capital Improvement Program while implementing new processes and approaches to achieve same.

- Presents the proposed budget to the Executive Director for approval prior to submission to the Board of Directors.
- Hires, supervises and manages the performance development of staff.
- Contribute, where appropriate, to Dorcas fundraising efforts.
- Follows the employment law of NC Non-Profits and the NC and Federal Employment Laws.
- Attends Board of Directors meetings and provide monthly updates.
- Manage the Cary Plaza day to day operations as delegated by the LLC Membership.
- Actively participate in professional/community associations to promote Dorcas Ministries and enhance professional growth.
- Attends workshops and meetings as approved by the Executive Directors.
- Reviews and approves the Business Plan for the Dorcas Thrift Shop and the Dorcas Plaza Programs.
- Recommends appropriate policy issues for the Board of Directors' attention.

### **Supervisory Responsibility:**

- Oversees work of all volunteers and employees in responsible areas. Works closely with this team to meet the goals and objectives of Dorcas.
- Ensures that essential Dorcas operations are performed in the absence of key staff. Assume responsibilities of ED in his/her absence.
- Evaluates each employee according to the procedures in the Dorcas Employee Handbook and makes recommendations to the Personnel Committee for salary adjustments.
- Provide continuous staff and volunteer support through an open-door policy.
- Attends managers, staff and volunteer meetings and committee meetings.
- Ensures the security and safety of all staff and volunteers.

### **Skills Required:**

- Results-proven track record of exceeding goals and evidence of the ability to consistently make good business decisions.
- 10+ years of business experience including successful P&L management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness.
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- Ability to effectively build organization and staff capacity, developing a team of motivated volunteers and staff that ensure the organization runs smoothly.
- Exceptional capacity for managing and leading people; a team builder; ability to connect to staff and volunteers both on an individual level and in large groups.
- Thorough understanding of strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
- Proven networking and relationship building skills in the nonprofit community.

- Ability to work effectively to support the work of the Board of Directors.
- Strong administrative abilities, including effective communication and writing skills, financial expense management, and general office oversight.
- Proficiency in computer software programs needed to support Dorcas operations.
- Ability to physically perform the essential job functions.

**Education and/or Experience:**

- Holds a baccalaureate degree, with master's degree preferred. Extensive experience in work relating to the duties of the position preferred.

**Physical Demands:**

- Ability to lift objects weighing no more than 50 pounds.
- Ability to operate standard office equipment.
- Ability to travel. Must have a valid North Carolina Driver's License.
- Extensive use of computer.

**Work Environment/Environmental Condition:**

- Normal office environment, with occasional outside travel.