



Director of Operations

Job Description

Mount Jubilee Ministries was established in 2005 as a non-profit 501(C)(3) faith-based organization to partner with individuals with intellectual and developmental disabilities, their families and our community to help provide opportunities for productive living. MJM is a grassroots organization commissioned to provide alternative programs and services for the mild to moderate teen and adult I/DD community.

JOB BRIEF

Reporting to the executive director, the director of operations position ensures coordinated delivery of programs and initiatives throughout Mount Jubilee Ministries. The role is responsible for implementing short-term, mid-term, and long-term operational plans of MJM. Focus will be given to creating high-quality customer experiences, collaborative work environments, financial viability, operating performance, and regulatory compliance. This position will lead the work of teams across multiple disciplines and locations.

This position must passionately reflect the vision, mission, and core values of Mount Jubilee Ministries and will have proven experience in business operations, volunteer management, event management, retail sales, and program management. This individual also will have a strong entrepreneurial spirit, attention to detail, excellent relationship building skills, strong follow through, and the ability to communicate compelling messages to diverse audiences.

HIRING RANGE: \$50,000 - \$60,000 annually

KEY RESPONSIBILITIES

- **Project Management:** In partnership with the executive director, will lead the implementation of new organizational systems and processes across MJM to enable program department heads to continue normal operations.
- **Enterprise Leadership:** Leads inventory management, product scheduling, supply chain management, and point of sale management for the MJM vocational program. Initiates, plans, and executes opportunities to sell products in all MJM markets and online to meet annual sales goals. Attends vocational committee meetings and creates new SOPs as needed.
- **Events:** Sets strategy for and executes all non-fundraising MJM events. Responsible for being present for all major organizational events including Camp Jubilee & Family Fun Walk. Supports and partners with director of resource development in strategy & execution of fundraising events.
- **Volunteer Strategy:** Lead the creation of a volunteer program with appropriate job descriptions, trainings, and schedules. Be the volunteers' main point of contact for any MJM related needs. Partner with the department heads to create a welcoming and fulfilling environment to help with recruiting and retaining long-term, regular volunteers.

- **Organizational Training:** In partnership with other department heads, ensures necessary training manuals, SOPs, and financial documents are established, maintained, and used effectively in daily operations.
- **Asset Management:** Maintains all facilities-related contracts and licenses, warranties, and other important documents. Responsible for overseeing all licensing processes for MJM as an organization. This includes but is not limited to food servicing, manufacturing, tax-exempt status on properties, adult day care designation, etc. Handles all vehicle related issues including insurance, registrations, services issues across the MJM motor fleet.
- Serves as a part of the administrative leadership team who is responsible for meeting all organizational goals set forth throughout the year. Initiates, plans, and leads team meetings as needed, and participates in board meetings or committee meetings as required.

GENERAL RESPONSIBILITIES

- **MJM Ambassador:** Serve as an ambassador for MJM, exhibiting our core values and continuously work to advance our mission. Develop positive relationships with staff, volunteers, board members, donors, sponsors, parents, Heroes, media, and other community members.
- **Thought Leader:** Contribute to the intellectual and organizational capacity of MJM by staying apprised of local and national trends in the IDD population, non-profits, and fundraising.

SKILLS & QUALIFICATIONS

- **Education:** Bachelor's degree (or equivalent) in business administration or related field
- **Supervisory Experience:** Three or more years in a supervisory role in a field related to our industry
- Direct experience with the Intellectual/Developmental Disabilities population is a plus
- Experience in developing budgets and business plans
- Strong working knowledge of data analysis and performance metrics, using business management software
- Masterful organizational, communication, and leadership skills
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
- Proven ability to plan and manage operational processes for maximum efficiency and productivity
- Ability to streamline or implement structures and roles that boost speed and efficiency while supporting rapidly shifting business demands
- Preferred strong working knowledge of industry regulations and legal requirements