

Job Description – Operations Coordinator

1. General Job Title: Operations Coordinator **2. Original Date:** April 21, 2016

3. Location: Phoenix, AZ **4. Revised Date:** N/A

5. Department: Empower College Prep (ECP) OR Empower Collegiate Academy (ECA)

6. Basic Function and Scope of Responsibilities:

The Operations Coordinator is responsible for all matters of school operations that do not directly relate to academic instruction. The Operations Coordinator will manage the facility and all related vendors, foster and manage the relationship with the landlord (if applicable), and oversee school transportation. This position is forward-thinking in anticipating operational needs of the school before they arise. They assume any outcomes that arise at the school site not directly relating in academic instruction, and they work in partnership with faculty and staff to develop solutions and systems that help the School Leaders and instructional staff to focus solely on the pursuit the organization’s mission. They may manage an individual or small team to support the operational outcomes being met.

7. Principal Responsibilities:

Percentage of Time

- | | |
|---|------------|
| <p>1. School Logistics</p> <ul style="list-style-type: none"> ○ Ensure student arrival and dismissal run smoothly. All students are safe upon either bus arrival or parent drop-off until students arrive home in afternoon. Establishes systems that foster positive culture on buses and timeliness to classes in the morning and arrival home in the afternoon. ○ Ensure transitions between classes are smooth and safe. Supports School Leaders to ensure safety in hallways, proper supervision, and positive atmosphere for students. ○ Develop lunch and recess schedule and procedures for both indoor and outdoor scenarios with minimal impact on instructional staff. Works with caterer to ensure breakfast and lunch are delivered on-time and in correct quantities and good quality. Works directly with catering staff or through delegates to ensure catering logistics runs in accordance to school needs. ○ Contribute to creation of room flip plan in accordance to agreement with landlord (ECP only). Oversees room set-up and room flips on applicable days (ECP only). Ensures classrooms and building are set up properly for classes, special events, and parent meetings. ○ Assist with school special events and field trip logistics as needed by School Leaders or Director of Finance and Operations. ○ Track transportation issues (late buses, driver or bus incidences, culture issues) and problem-solve as necessary to solve. ○ Ensure compliance and school best practices for all site-wide safety procedures (i.e., fire drills, lockdown drills, asbestos checks). ○ Oversee school operations on days with alternate schedules (hearing/vision screening, yearbook pictures, etc.). ○ Other operational tasks, as directed by the Director of Finance and Operations (support translator scheduling, lice/bed bug check systems, etc.) | <p>50%</p> |
| <p>2. Leadership and Management</p> <ul style="list-style-type: none"> ○ Front Office Oversight: Ensure positive, effective, and efficient communication with families. Work with School Leaders to determine needs of the school to be executed/communicated through front office staff. Ensure compliant, safe, and efficient execution of school medication procedures and basic attendance counts (i.e., marking absences, tardies). | <p>20%</p> |

- Manage Operations Associate: Delegate appropriate amounts of the operations outcomes and/or tasks listed in this job description to the operations associate in order to achieve outcomes.

3. Vendor Relations

20%

- Attend weekly meetings with tenant (ECP only) and own any operational outcomes that are decided upon at meeting.
- Ensure clean, safe, and functional facilities and maintenance. Be proactive in anticipating building needs (cleaning, maintenance, facilities etc.). Develop system to efficiently track issues to maximize efficiency of vendors and staff.
- Oversee security of campus and manage vendor/tenant arrangement in accordance with school safety guidelines and family input.
- As mentioned above, coordinate with the food vendor and transportation vendor to ensure smooth school operations with minimal impact on instructional staff.

4. Resource Management

10%

- Manage supply stock and inventory (non-technical) on-site (office supplies, furniture, instructional supplies, etc.) in accordance with the inventory system established by the Director of Finance and Operations.
- Oversee asset check-out/check-in in accordance with the inventory system established by the Director of Finance and Operations (may support systems regarding technology asset management and check-out).
- May be required to manage a discretionary budget for operational/office supplies. Required to accurately track expenses and show judgement when approving other staff members' requests for operational purchases.
- Execute assembly of furniture with support of operations associates or other delegates.
- Ensure mail is delivered daily to staff.

8. Education Requirements: Check the minimum level of formal education that is required to perform this job satisfactorily.

- | | |
|--|---|
| <input checked="" type="checkbox"/> High School Diploma or GED | <input type="checkbox"/> Bachelor's Degree in related field |
| <input type="checkbox"/> Vocational School or some college courses | <input type="checkbox"/> Master's Degree in related field |
| <input type="checkbox"/> Associate's Degree, Trade or Technical School | <input type="checkbox"/> Doctoral Degree in related field |

List specific examples of degree(s) and/or area(s) of study denoting (R) if required or (P) if preferred:

- High School Diploma (R)
- Bachelor's Degree (P)
- Specific area of study in the field: Business Management, Operations Management, Facilities Planning and Management (P)

9. Certifications/Licensure, Training, Skills, Knowledge and/or Experience: List specific examples, denoting (R) if required or (P) if preferred years

- Licensure: Fingerprint Clearance Card (R)
- Skill: Commitment to results, excellent partnership-building with key stakeholders (staff, students, families, vendors), and commitment to mission (R)
- Skill: Conversational and written Spanish (P)
- Experience: 2+ years managing facilities, 2+ years managing small team to outcomes (<5 people) (P)

10. Authority:

Decision Making

What is the nature of the direct supervision that is provided to the incumbent of this position?

- Moderate amount of direction given by Director of Finance and Operations. Regular meetings to establish priorities and problem-solve upcoming issues, and strong leadership expected to achieve outcomes and maintain relationships on-site.

Financial Authority

- May be given a small discretionary budget to manage at the approval of the Director of Finance and Operations, but not direct financial authority given.

11. Describe the impact of not carrying out duties or creating errors in the principal responsibilities of this position

- Performance that does not meet expectations in this position may result in non-compliance, instability in staff retention, and poor relations with community partners and vendors. Operations that do not run smoothly can greatly affect student learning and the ability to meet organizational academic goals.

12. Leadership Responsibility: Please select from the list below.

- No leadership responsibility
- Provides guidance, leadership, or training to other employees (no direct supervision)
- Directly responsible for leading non-exempt, clerical, or office administrative personnel
- Directly responsible for leading exempt, professional, or technical employees
- Directly responsible for leading leadership/management employees

13. Organizational Structure

Job Title this position reports: Director of Finance and Operations

Job Titles directly reporting to this position: Operations Associate, Front Office Associate

Job Titles indirectly reporting to this position: N/A

14. Position Type and Expected Hours of Work:

Full-Time or Part-Time: Full-time

Regular or Temporary: Regular

Typical Work Hours: Accountable for operational outcomes within organization. Primary work hours are 1-2 hours outside of the student's school day, and may require minimal work on evenings or weekends in order to achieve outcomes.

Local/Domestic/International Travel and Percentage of Time: Limited to occasional conferences or professional development opportunities.

Telecommuting: Limited

Use of Company Vehicle: Not applicable

15. Working Conditions and Physical Demands: Please select from the list below.

- CLASSROOM, INSTRUCTIONAL/CULTURAL MANAGEMENT - Typical Classroom Environment:
 - Requires extensive standing and walking to monitor scholar work, observe classrooms, and/or respond quickly to needs in classrooms.
 - Requires lengthy periods of analytical reading of curricular planning and student work, both digitally and printed versions.
 - Requires use of personal computer, phone and general office equipment (i.e. copy machine, scanner, etc.).
 - Needs ability to communicate effectively through reading, writing, and speaking in person or on telephone. Requires extensive communication with various stakeholders, including scholars, families, administration, and potential donors.

OFFICE - Typical Office Environment: (Accountant, Administrative Assistant, Coordinator)

- Requires extensive sitting with periodic standing and walking.
- May be required to lift up to 35 pounds unassisted.
- May be required to lift over 35 pounds using assistive device and/or team lift.
- Requires significant use of personal computer, phone and general office equipment.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Needs ability to communicate effectively through reading, writing, and speaking in person or on telephone.

OPERATIONS - Typical Facilities/Maintenance/Outside Services Environment: (Facilities, Tech, etc.)

- Able to stand, climb, stoop, bend frequently; positions require considerable physical activity.
- Required to lift up to 35 pounds unassisted.
- May be required to lift up to 75 pounds with assistive device and/or team lift.
- Requires ability to tolerate exposure to outdoor weather conditions in all seasons which may include heat, cold, humidity, or rain.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Must wear protective clothing as required.
- Needs ability to communicate effectively through reading, writing, and speaking in person or on telephone.

16. Disclaimer: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts or working conditions. Empower reserves the right to change, amend, add, delete and otherwise assign any and all duties, responsibilities and job titles as it deems necessary to meet the needs of the organization.

17. Signature of Receipt: Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Printed Name: _____

Date: _____

General Job Title: Operations Coordinator

JOB DESCRIPTION APPROVAL	LEADER SIGNATURE	DATE
Director of Finance & Operations		
Executive Director		
School Board Member		