

Bickerdike Redevelopment Corporation

2550 West North Avenue / Chicago, Illinois 60647
773 278-5669 phone / 773 278-5673 fax
www.bickerdike.org



Position Description

POSITION TITLE: Operations Director

PAY RANGE/GRADE: Commensurate with experience/Grade 9

ESSENTIAL FUNCTIONS: The Operations Director plans, directs, controls and carries-out and is responsible for the overall administrative operations of the organization. The Operations Director is also responsible for oversight of the areas of human resources, technology, fundraising and communications and works in conjunction with the Executive Director to keep apprised of and participate in as appropriate, the management of the overall administrative functions of the organization. In all instances the Operations Director must perform in accordance with and be committed to the Bickerdike Mission.

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 persons with disabilities. While performing the duties of this job, the employee is regularly required to talk or hear, sit, use hands, reach with hands and arms, stand, walk, lift and/or move up to 30 pounds.

RESPONSIBILITIES

1. Provide direct supervision, evaluation and direction to the Human Resource Manager, Resource Development Manager, Technology Manager, and Communications Manager. Carry-out the recruitment, screening, training and orientation of new staff assuring the adherence to all company directives as delineated in the manual of operations and policies.
2. Ensure effective administration department operations in coordination with the Executive Director to support the administrative and operations related needs throughout the organization.
3. Oversee risk management and manage, coordinate and maintain all insurance programs for the corporation, its subsidiaries and partnerships, including but not limited to general liability, property, umbrella, workers comp, auto, boiler, surety, wage and benefit, employee fidelity and directors and officers and recommend policies and updates which meet both organizational and budget needs in coordination with the Executive Director.
4. Oversee and ensure all aspects of fundraising for the organization in conjunction with the Resource Development Manager and Executive Director, including but not limited to strategy development, research, networking and proposal review and writing, as well as the expansion and diversification of Bickerdike's funding base through ongoing opportunities, events, and cultivation.
5. Oversee and support personnel related functions for the organization in conjunction with the Human Resource Manager including but not limited to personnel administrative operations, hiring, training, evaluations, terminations and other personnel related issues as appropriate.
6. Oversee and ensure the technology program for the entire organization, including main office and satellite and field locations in conjunction with the Technology Manager including but not limited to systems, network, equipment, hardware, software,



- telecommunications, and other related items, and oversee and carryout the preparation and monitoring of related budgets and expenditures.
7. Oversee all communications and public relations efforts including, but not limited to: creation, distribution and update of print and electronic materials, website(s), annual report, advertising, media outreach, media interviews, other public relations related matters and special and/or public events and campaigns, etc. and ensure uniform corporate identity. Coordinate and produce the organizational monthly report in conjunction with all meetings of the Board of Directors.
 8. Maintain organizational policies and procedures manual, and ensure understanding of and compliance with those policies and procedures as well as other internal controls throughout the organization. Recommend and implement new organizational policies and procedures as appropriate in consultation with the Executive Director.
 9. Coordinate, monitor and ensure organizational planning and development efforts, including but not limited to strategic planning: development and ongoing monitoring, organizational evaluation and other related efforts. Staff the Strategic Planning Committee.
 10. Coordinate and oversee monthly staff meetings and quarterly all staff meetings, including planning, set up, presentations and outside speakers. Provide support as necessary for preparation of monthly Board meetings.
 11. Plan and coordinate annual organizational events in conjunction with other staff including the Annual Membership Meeting and Annual Board, Staff and Leader Retreat.
 12. Oversee and carry-out financial related responsibilities including, but not limited to: preparation of departmental budget items, monitoring office supplies, equipment and training budget items with appropriate staff, and approving invoices as appropriate.
 13. Coordinate and carry out office management and space planning efforts for the 2550 building, including distribution of keys and alarm codes, cubical and office layout, janitorial, and maintenance and building security systems.
 14. Oversee, coordinate and ensure all aspects of Bickerdike's membership program including but not limited to membership policies and procedures, recruitment drive, approvals, renewals and maintenance of the membership database.
 15. Represent Bickerdike and attend meetings as appropriate.
 16. Perform other relevant tasks as assigned.

QUALIFICATIONS: Minimum of 5 years of related experience with progressive responsibility in non-profit or business management. Bachelors degree in related field. Management and supervision experience required. Excellent communication, writing, organizational, and interpersonal skills necessary. Must have experience with computer network, hardware, Windows/MS Dos environment and a working knowledge of Microsoft Word, Excel, Access and PageMaker Desktop Publishing. Must be willing to work flexible hours. West Town, Humboldt Park, Logan Square and Hermosa residents preferred.

REPORTING RELATIONS: The Operations Director reports to the Executive Director and is expected to work with minimal supervision and to make decisions in consultation with the Executive Director.

POSITION CLASSIFICATION: Exempt

**Bickerdike is an Equal Opportunity Employer
Drug Free Workplace**