

Position Summary: The Director of Operations is responsible for implementing the strategic plan and managing the day-to-day business operations of the affiliate. This position will manage and support the following areas: Construction, Homeowner Services, Volunteer Coordination, and our ReStore. This leadership role has the opportunity for further advancement within the organization.

Reports to: Executive Director

Position Type: Full-time, Exempt.

Essential Duties and Responsibilities:

- Provides coordination and leadership of programs to ensure accountability, project deliverables, and alignment to the strategic vision of the organization.
- Project planning and management of Homeownership, New Construction, and Aging in Place programs.
- Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating plans.
- Drives a culture of accountability by using best practices to ensure that work is being addressed. Identifies obstacles blocking progress and works to assist in removing these obstacles.
- Lead in the development, maintenance, and implementation of policies and procedures that are consistent with local, state, and federal regulations and established Habitat for Humanity International policies and procedures.
- Directly oversee Construction, Homeownership, Volunteer Coordination, and ReStore departments.

Skills and Qualifications:

- A Bachelor's Degree with a minimum of 5 years of professional experience in a leadership position, Master's Degree preferred.
- Management and operations expertise in the non-profit sector preferred.
- Demonstrates servant leadership, embodies the Habitat for Humanity mission and exemplifies a collaborative, decisive, motivating, and engaging communication style.
- Use discretion and independent judgment to compare and evaluate possible courses of action and decision-making.
- A solid grasp of data analysis and performance metrics.
- Be able to diagnose problems quickly and have foresight into potential issues.
- Excellent problem-solving and critical-thinking skills.
- Demonstrate ability to work in a team setting as a leader, participant, and facilitator.
- Proficiency in Microsoft Office suite.
- Willingness and ability to travel and work evenings and weekends, as necessary.