



## Operations Director

Job Description

\*This position may be eligible for limited remote work

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*The mission of Family Promise of Gallatin Valley is to empower families experiencing housing insecurities to secure a safe, affordable home, a livelihood, and the chance to build a better future for their children. Our vision is that family homelessness is brief and non-recurring.*

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**Core Values:** Trust, Equity, Authentic, Compassion, Respect, Passionate, and Fun.

**Classification:** Exempt; with evenings and weekends required

**Salary:** \$75,000 - \$90,000 (DOE)

**Reports to:** Executive Director

### **Job Summary**

The Family Promise Operations Director is responsible for overseeing and optimizing daily business operations, facilities management, and financial oversight to ensure alignment with the organization's mission and strategic objectives. This role serves as a key point of contact for operational issues, collaborating across departments to enhance efficiency, streamline workflows, and ensure compliance with local, state, and federal regulations, including nonprofit requirements. The Operations Director also plays a critical role in maintaining financial stability and ensuring that facilities remain safe, functional, and well-managed.

At FPGV, we believe that true leadership goes beyond directing and delegating; it is about empowering our team to make impactful decisions that align with our core values. As a leader, your role is to inspire, support, and trust your team members, enabling them to act with confidence and integrity. By fostering an environment where every individual is encouraged to make decisions rooted in our organizational values, we not only enhance innovation and accountability but also strengthen our collective commitment to our mission.

In your leadership role, you will be a guiding force in ensuring that our values are not just stated but lived daily. Your leadership will drive a dynamic, values-driven decision-making process that propels our organization forward and fosters a workplace where every team member feels valued and motivated to contribute their best.

## **Responsibilities and Duties**

### **Operational Support (15%)**

- Oversee and streamline daily business operations to ensure they align with company objectives and the organization's mission.
- Serve as a point of contact for operational issues and provide timely resolutions.
- Collaborate with cross-functional teams to facilitate seamless workflow integration.
- Oversee the acquisition/maintenance of IT network and equipment, computers, etc.
- Review and keep updated and in force all company liability insurance policies.
- Ensure timely and complete compliance with local, state, National Affiliates, and federal requirements as a Montana nonprofit corporation and 501(c)(3) tax exempt entity.

### **Facilities (35%)**

- Manage and maintain facility infrastructure, ensuring it is safe, clean, and functional. This includes company-owned vehicles, assets, and equipment.
- Coordinate with vendors and service providers for facility maintenance, repairs, and upgrades.
- Monitor and manage facility-related budgets and expenses.
- Ensure compliance with health, safety, and environmental regulations.
- Respond promptly to facility-related inquiries and troubleshoot issues.
- Oversee office supplies inventory and procurement processes.
- Supervise and motivate maintenance staff, contractors, etc. to fulfill the needs of facilities.

### **Financial Management (15%)**

- Develop and manage budgets for operations, facilities, and HR departments.
- Monitor expenses and implement cost-control measures to ensure financial efficiency.
- Work directly with the Executive Director and Outsourced Accountant to prepare monthly financial statements.
- With the Executive Director, work directly with the organization's CPA firm to complete annual financial audit and 990.
- Works with the Executive Director to oversee overall financial management, planning, systems and controls.
- Code receipts and invoices for payment, while ensuring vendors are paid on time.
- Act as the "Client Coordinator" for contracted financial accounting firm.
- Coordinate with the organization's accountant to ensure compliance with financial controls policies and to review month-end and year-end financial reports.

### **Human Resources (15%)**

- Oversee the development and implementation of HR policies and procedures, ensuring compliance with labor laws and regulations.
- Manage recruitment, onboarding, training, and development programs to attract and retain talent.
- Address employee relations issues, mediate conflicts, and promote a positive organizational culture.
- Administer compensation and benefits programs, ensuring they are competitive and equitable.
- Coordinate payroll by compiling time sheets, securing appropriate approvals, submitting data to and communicating with payroll provider.
- Foster a positive and inclusive company culture that values diversity, equity, and inclusion.
- The Operations Director will lead FPGV and their staff by adhering to the organization's core values and code of conduct, ensuring that the workplace is a positive and productive environment.

### **Process Improvement (5%)**

- Identify inefficiencies in current processes and recommend improvements.
- Develop, implement, and document standard operating procedures (SOPs).
- Monitor KPIs and operational metrics to assess the effectiveness of processes.

### **Project Management (5%)**

- Assist in planning, executing, and tracking operational and facilities-related projects.
- Ensure timely delivery of initiatives within budget constraints.
- Liaise with stakeholders to align project objectives with business needs.

### **Data Analysis & Reporting (5%)**

- Collect and analyze data to identify trends, risks, and opportunities.
- Prepare detailed reports and dashboards to inform decision-making.

### **Compliance & Risk Management (5%)**

- Ensure all operations and facilities comply with company policies, legal regulations, and industry standards.
- Identify potential risks and implement measures to mitigate them.

### **Other**

- Maintain on-going communication with the Executive Director, Leadership teams, other staff, and center families.
- Be on-call for emergencies pertaining to the facility, staff, and children.
- Other duties and tasks assigned by the Executive Director.
- Continue on own ongoing professional development.

### **Desired Characteristics**

- Bachelor's Degree in related field.
- 3-5 years work experience, with experience in the nonprofit or philanthropy sector preferred.
- Approachable, friendly, and a team player.
- Highly organized and detail-oriented.
- Knowledge of HR systems and databases.
- Excellent troubleshooting, diagnostic, critical thinking, and analytical skills.
- Strong verbal and written communication skills.
- Ability to supervise people, with clear communication, strong leadership skills, and the capacity to motivate and guide individuals toward achieving common goals.
- Excellent interpersonal skills and thus be able to communicate effectively with leadership, employees, vendors, and customers.
- Excellent computer skills including Word, Excel, PowerPoint, Outlook, Internet, etc.
- Excellent organizational skills, active listening, negotiation, and presentation skills.
- Proficient in Microsoft Excel and Word, Google Suite, Zoom, and other cloud-based storage and data systems.
- Work in a dynamic, fast-moving, and, at times, chaotic environment, therefore need employees to be flexible.
- Relate to individuals experiencing homelessness in a respectful, non-judgmental and competent manner.

### **Environmental Conditions**

- Sitting, standing for long periods of time.
- Computer work, keying and screen.
- Lifting of less than 25 lbs, occasionally.

Family Promise is a mission-driven organization that empowers families experiencing housing insecurities to secure a safe, affordable home, a livelihood, and the chance to build a better future for their children. Family Promise embraces families of all compositions, uniting our community to be a part of the solution for those experiencing homelessness. Our vibrant culture is rooted in our Core Values: Trust, Equity, Authenticity, Compassion, Respect, Passion, and Fun. We bring these values to life in everything we do, fostering an environment where both our clients and team members feel valued and inspired. Potential team members would join a collaborative environment of problem solving and innovation, while bringing an exemplary work ethic and positive attitude that is supportive to all.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*FPGV provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, creed, religion, color, national origin, citizenship, age, physical or mental disability, marital status, sex, actual or perceived sexual orientation, and gender identity or expression, in accordance with applicable federal, state, and local laws. FPGV complies with applicable federal, state, and local laws governing nondiscrimination.*