

Job Title: Operations Director
Position: Full-time; Salaried; Exempt
Date of Document: August, 2021

Summary Description: The Operations Director will report to the Executive Director and take direction from the Certification Director by overseeing the entire organization's finances, grant financial reporting, financial forecasting, systems improvement, and human resources.

Reports to: Executive Director

Supervises: Bookkeeper, Data Coordinator, Office Manager, other admin staff as applicable

Principal Responsibilities: Ensuring the finances are in order, preparing the annual budget, overseeing the general office environment, recordkeeping, and systems management. Managing the human resources needs of employees and the organization. Tracking federal and state grants.

1. Financial Management

Responsible for preparing and facilitating the annual financial audit, communicating financial progress and overall budget reports, managing accurate financial reporting, preparing the budget and staffing the finance committee, and preparing financial presentations for the annual membership meeting.

Tasks: Oversee AR/AP/collections, evaluate insurance plans, 403(b) options, and vendor/individual contracts/agreements. Conduct annual Worker's Comp audit and submit annual sales taxes. Maintain the legal and official documents of NOFA-NY such as incorporation papers, tax exempt documentation, NYS charities documentation, LLC filing, etc. Prepare annual budget.

Performance Indicators: All reports are accurate and on time, accounts are reconciled, efficiencies are implemented between online database and QuickBooks.

Priority: A; ***Percentage of Time:** 40%; **Average Weekly Hours:** 16 hrs/wk; **Discretion:** I
Time of year: Continuous

2. Human Resources

Leads team in managing the organization's human resources. Works directly with HR contractor to ensure all personnel systems and policies are up to date. Analyzes health care options and other benefits.

Tasks: Review benefits annually, ensure insurance rates are competitive and coverage relevant

Performance Indicators: Accuracy in tracking and reporting, approachability, timeliness

Priority: A; ***Percentage of Time:** 15%; **Average Weekly Hours:** 6 hrs/wk; **Discretion:** I
Time of year: Fall/Winter

3. Staff Management

Coordinates with Leadership Team to assist in program work planning and program budgeting, to ensure organizational goals and deadlines are met. Meets regularly with noted staff to monitor and support their progress, program deliverables and deadlines; evaluates on an annual basis.

Tasks: Supervise and delegate to the Bookkeeper, Data Coordinator (Certification), Office Manager (Education), and other admin staff as applicable

Performance Indicators: Supervision, time management, organization, communication, and interpersonal skills.

Priority: A; ***Percentage of Time:** 15%; **Average Weekly Hours:** 6 hrs/wk; **Discretion:** II
Time of year: Continuous

4. Grants Management

Responsible for informing proposal development and timely reporting of all federal, state, and private grants. Ensures staff time is equally allocated to relevant grant.

Tasks: Track federal and state grants and ensure NOFA-NY is current with all requirements and approves billing. Support foundation grants by providing budget justification and narratives when needed.

Performance Indicators: Accuracy in tracking and reporting.

Priority: A; ***Percentage of Time:** 15%; **Average Weekly Hours:** 6 hrs/wk; **Discretion:** II

Time of year: Continuous

5. Market Analysis

Leads team in conducting market research and analyzing fees for service offerings such as certification fee schedules, contract inspector rates, and event rates.

Tasks: Research certification fee and inspector rates with other certifiers and other conference rates.

Performance Indicators: Detail and thoroughness in conducting research and analyzing trends.

Priority: B; ***Percentage of Time:** 10%; **Average Weekly Hours:** 4 hrs/wk; **Discretion:** III

Time of year: Summer

6. Organic Cost Share Management

Responsible for ensuring Certification program accounting practices align with Organic Certification Cost Share requirements and coordinates with NYS Ag & Markets regarding producer applications.

Tasks: Communicate with NYS Ag & Markets on application timeline, submit list of operations, ensuring accounting system meets scope delineation requirements, report on final certified operations list per Ag & Markets November 1st timeline.

Performance Indicators: Accuracy in reporting. Competence in accounting and data comprehension.

Priority: B; ***Percentage of Time:** 2.5%; **Average Weekly hours:** 1 hrs/wk; **Discretion:** III

Time of year: June-October

7. Other Duties as Assigned

Is responsible for providing support for organizational programs as determined by the supervisor.

Tasks: Compile data, office equipment and staff infrastructure, attend and work at special events, meeting facilitation, provide support to other programs and staff development, special projects to streamline operations.

Performance Indicators: Approaches requests outside specific job description with a positive and helpful attitude.

Priority: C; ***Percentage of Time:** 2.5%; **Average Weekly Hours:** 1 hrs/wk; **Discretion:** IV

Time of year: Varies

QUALIFICATIONS

- Bachelor's degree in Business or Public Administration, Finance, Business Management or related field and minimum 5 years' experience in non-profit management/leadership. May consider degree in unrelated field with 5 years non-profit experience.
- Must possess working knowledge of QuickBooks, Microsoft Word, Adobe Acrobat, and Excel.
- Proficient with learning database systems.
- Strong attention to detail and critical thinking.
- Project management experience, self-directed.
- Excellent analysis and writing abilities.
- Excellent organizational and communication skills.
- Strong interpersonal skills and the ability to work independently as well as part of a team.
- Ability to understand big picture.
- Preferred: Commitment to sustainable food systems, food processing, organic farming, or production experience desirable.

JOB REQUIREMENTS

- Some work outside of normal business hours.
- Valid Driver's License, travel between Syracuse and Binghamton offices and occasional travel throughout NYS.
- Ability to sit at computer/desk for long periods of time.

* Percentage of time: Percentages are meant to be a guideline only.

Priority:

A—Results are essential and must be accomplished.

B—Results are important and should be accomplished, but not at the expense of A priorities.

C—Results are desirable, but should not be accomplished at the expense of A and/or B priorities.

Discretion:

I—Employee investigates situations, makes decisions, takes appropriate actions, reports by exception and through normal review processes.

II—Employee investigates situations, makes decisions, takes appropriate actions, reports to supervisor immediately after action is taken.

III—Employee investigates situations, recommends actions to supervisor, makes decisions with supervisor, takes appropriate action, reports to supervisor immediately after action is taken.

IV—Employee discusses situations with supervisor before investigating, makes decisions with supervisor, takes appropriate actions, reports to supervisor immediately after action is taken.