



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

OPERATIONS MANAGER – COMMUNITY PROGRAMS

FLSA Status: Non-Exempt

Summary of Position: The Operations Manager - Community Programs is responsible for daily administrative oversight of activities of Connections' Community Programs drop in and shelter programs. Responsible for ensuring that internal stakeholders can perform their work efficiently in a safe and well-functioning environment. Oversees property management and facility management across multiple sites; supervises Milieu Assistants and Janitors. Ensures compliance with funder and other regulatory agency requirements.

Specific Duties:

- Oversees facility management of multiple Community Programs locations including interacting w/ vendors; managing and tracking maintenance requests; and supply ordering.
- Oversees property management, ensuring that all agency facilities operate safely and efficiently, through planning and preventative maintenance, to minimize unexpected expenses and service disruption. Ensures repairs and replacement of agency property are carried out in a timely and efficient manner.
- Supervises the Milieu Assistant and Janitor positions assigned to Community Programs
- At the discretion of the Director of Community and Shelter Programs, assists with additional tasks on an as-needed basis.
- Serves as a member of the Management Team.
- Performs other duties as assigned.
- Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
- Perform other duties as assigned

The following qualifications are requirements for the position:

- Previous experience in operations management
- Exceptional communication, delegation and teamwork skills

The following qualifications are highly desirable:

- Experience working in a human services organization
- Experience working with people experiencing homelessness and diverse populations

Other requirements:

- Interacts well with people and has excellent phone and computer skills.
- Bi-lingual (English/Spanish) and familiarity with Evanston preferred.
- Experience working in a team environment.
- Must be meticulous and well organized.
- Must be willing to work extended hours as needed.
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis.

Reports to: Director of Community and Shelter Programs
February, 2020