

Highland Rim Economic Corporation/Head Start

Head Start Operations Manager

Reports to: Director

Policy Council Approval: 10/25/11

Responsibilities:

- Adheres to all operational Policies and Procedures for the Head Start Program to ensure compliance with Federal Performance Standards and Written Plans.
- Work as part of the management team to develop and implement program plans, policies and procedures.
- Ensures personnel vacancies are posted in a timely fashion.
- Prepares Personnel Committee for interviewing by providing proper documents.
- Ensures all new hires have all required documents and state requirements and are ready for New Staff Orientation.
- Develop procedures for implementing individual professional development plans for all Head Start staff.
- Monitor staff qualifications for compliance with the Head Start Act by initiating and documenting individual professional development plans.
- Access and mobilize community resources in collaborative efforts to implement professional development goals.
- Monitor professional development progress and provide statistical data as required.
- Work with management staff and consultants to develop annual program T/TA plan.
- Provide program data as required for auditing and monitoring personnel.
- Prepare program grant as well as all other financial grants and distribute accurate management reports to the Executive Director, HS/EHS Director, management team, Board and Policy Council.
- Submit required enrollment/attendance data to Administration for Children and Families.
- Compile data for the annual Program Information Report.
- Serves as the System's Administrator for the Central Office Network.
- Responsible for troubleshooting, maintaining, and installing software, computer hardware, servers, audio/video equipment, network equipment, peripherals, and communications systems. Assist employees with computer and peripherals-related problems.
- Maintain Agency Website.
- Ability to write grants, proposals, reports, business letters, and memos.
- Respond to help-desk questions and provide training and technical assistance to a variety of users within the program.
- Responsible for setting up new users on the system.
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities.
- Maintains confidentiality of all records and information for staff, children and families.
- Perform related duties as required.

Qualifications/Requirements: Operations Manager

- Bachelor's degree in Computer Science or related field.
- Perform continuous upgrading of professional expertise.
- A minimum of 3-5 years experience in management and related training.
- Ability to analyze information and statistics, and write summary reports.
- Possession of a valid Tennessee Drivers license and maintain a vehicle liability insurance policy.
- Ensure a periodic physical examination and tuberculin test.
- Incumbents are subject to a criminal background check and must pass a pre-employment drug test and random drug and alcohol screenings.
- Prefer bilingual (English/Spanish).

Knowledge or Skills:

- General knowledge of computer hardware and repair.
- Strong knowledge of network infrastructure, Microsoft's operating systems.
- Strong computer skills, including a working knowledge of Microsoft's word processing, spreadsheet, Internet, and e-mail software.
- Ability to communicate effectively with all levels of staff.
- Simultaneously handle multiple projects, which require solution research and implementation. Ability to learn and adapt to new technologies and software.
- Ability to exercise independent judgment to adapt or modify methods and standards to meet variations in assigned objectives.
- Competence and willingness to develop leadership skills.
- Ability to focus on both content areas and the management level issues.
- Adheres to professional ethics and standards.
- Good interpersonal skills and the ability to work as both a team leader and member.

Working Conditions:

- This position requires incumbent to walk, sit, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk and hear.
- Daily required to stand, climb, balance and stoop, kneel, crouch or crawl.
- Incumbent is required to regularly lift and/or move up to fifty pounds.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The physical demands described above are representative of only some that must be met to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Highland Rim Economic Corporation is an Equal Opportunity Employer and hires without regard to race, color, sex, age, disability, or national origin. This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.