



Northwood Academy Charter School

POSITION DESCRIPTION

Position: Director of Operations

Department: Operations

Reports To: CEO

FLSA Status: Exempt

Direct Reports: Facilities Manager, IT Operations Manager, School Nurse, Compliance Coordinator, Lunch Aide(s), Receptionist, Special Education Secretary

Last Revised: 08/2019

Position Summary: The Director of Operations works collaboratively with all staff to ensure a safe environment for Northwood's school community. The Director of Operations is also responsible for planning, coordinating and supervising the day-to-day operations of the non-instructional staff including the main office personnel, the compliance coordinator, the technology team, the facilities team, the school nurse, cafeteria and cafeteria staff. The Director of Operations manages all components of daily transportation needs relating to students including Yellow Bus, SEPTA and the School District of Philadelphia.

Essential Accountabilities:

- Assist CEO and Board with technical and administrative tasks as needed.
- Direct and oversee main office and staff; cafeteria supervision, including hiring of part time aides; facilities manager; technology coordinator; data coordinator; and school nurse.
- Work with all vendors to develop contracts that will serve the needs of the Northwood community. Continue to work with vendors to make sure all expectations are being met.
- Communicate with school administration and leadership on all relevant matters as directed.
- Work in tandem with CEO to respond to any facilities related emergencies.

- On call availability to address security, weather and Safe 2 Say Program needs.
- Develop a working partnership with police, fire and security companies to ensure safety supports and protocols are in place.
- Schedule and execute all safety drills.
- Facilitate yearly application process for Federal eRATE program.
- Develop RFP bids as needed, including cost analysis, vendor communications and awarding of RFP contracts in compliance with federal regulations.
- Manage all weather-related issues.
- Investigate circumstances of on the job injuries or accidents and prepare required documentation and reports regarding any safety issues.
- Maintain and facilitate the federal Safe 2 Say Something Program.
- Develop and maintain policies for safety, in compliance with all applicable laws- fire, shelter in place, lock down, etc.
- Maintain records and maintenance logs of all facilities related equipment ensuring all compliance requirements are met.
- Ensure program compliance with all applicable state and federal regulations.
- Ensure the compliance of all state reporting submitted by the Compliance Coordinator.
- Manage the collection of non-classroom related fees (i.e., late pick up fees, lost materials, etc.) and work with parents to pay in accordance with school procedures.
- Oversee the cleanliness of the building and ensure all protocols and practices are in place.
- Communicate with vendors on any issues/areas of concern.
- Monitor and oversee the ordering and use of materials.
- Coordinate and prepare facilities for special events and summer programs.
- Supervise and coordinate with the Facilities Manager to ensure facilities are safe, up to code, and in good working condition including all inspections are scheduled and all repairs are completed.
- Ensure weekly assessment of interior and exterior facilities are completed.
- Govern the technology team to ensure workflow and data issues are resolved- including MMS portal, email, internet etc.
- Ensure that all network policies are up to date and in place.

- Supervise the roll-out of all new equipment.
- In conjunction with the IT Operations Manager, develop and keep current Northwood Academy's Technology Plan to ensure it meets all compliance requirements.
- Manage all components of daily transportation needs relating to students including Yellow Bus, SEPTA and the School District of Philadelphia.
 - Coordinate all transportation related issues surrounding punctuality, discipline and the driver incentive program.
 - Handle all parent issues regarding busing and is the liaison with the school district.
- Supervise the application and lottery process for prospective students.
- Liaison with Apply Philly Charter.
- Relevant duties as assigned by CEO.

Education/Experience:

- Bachelor's degree in Business Administration, Organizational Management or related discipline.
- Master's degree preferred.
- Minimum of 5 years of varied and increasingly responsible experience.
- Minimum of 3 years' experience in education preferred.
- Charter School experience a plus.

Qualifications:

- Excellent written/verbal communication skills.
- Excellent organizational and leadership abilities.
- Proactive problem-solver who can work successfully in a high-paced environment.
- Strong time management skills; ability to manage multiple tasks simultaneously and meet tight deadlines.
- Ability to maintain a calm, professional demeanor in the face of competing demands and external pressures.
- Demonstrated flexibility and ability to juggle competing priorities.
- Strong commitment to the mission of the school and students.

Working Conditions: Must be able to work within various degrees of noise, temperature, and air quality. Interruptions of work are routine. May be stressful given individual circumstances.

Physical Requirements: Ability to bend, crouch, kneel to assist students pushing/pulling and lifting of equipment and supplies, sitting in chairs and/or floor and reaching in all directions. Ability to lift and carry up to 25 pounds.