

## Job Description: Director of Operations

**Background:** Libertas is a public charter school serving the Frayser neighborhood in Memphis. *Our mission is to be a school for human flourishing: cultivating minds, hands, and hearts for lives of wonder, work, and love.* We offer a rich, rigorous, and personalized liberal arts education through the method of Dr. Maria Montessori, with an attachment village of wraparound family supports. We currently serve birth through 5th grade; run an infant/toddler day care center; operate a nationally-accredited, state-licensed teacher training program; and are preparing to launch a middle school in 2024. Learn more [on our website](#).

### Role summary and information

- *Key function:* A key leadership team member responsible for logistics and business operations systems and services for a dynamic, mission-driven, mid-sized nonprofit education organization with ~\$8 million annual budget and ~100 employees.
- *Start date:* spring or summer 2024.
- *Schedule:* Full-time, year-round (~46 weeks); regular hours 7:30 am-4 pm (4:30 Wednesday); periodic events outside normal schedule (in which case flex time available).
- *Compensation:* Salaried position starting between 60s and 90 depending on qualifications and experience. Role and compensation can increase as we reach expansion goals over the next three years. Health insurance covered at 75%; retirement benefits (TCRS or up to 5% match). Two weeks each paid sick and vacation time.
- *Reports to:* Executive Director.
- *Supervises:* Operations Manager, maintenance/custodial team, external service providers (i.e. technology, transportation, food service, etc)
- *Other key relationships:* [finance manager](#), [payroll specialist](#), family engagement team, Principal, Instruction team, residency director, external relations manager, data consultant

### Measures of success

- 90% stakeholder satisfaction across operations / support services
- 90% response & resolution rates on help desk (purchasing, facilities, IT, etc)
- 90% of supervised staff meet goals / expectations, and persist in employment.
- On track to budget targets, including timely documentation.
- Timely, thorough completion of operations milestones / project schedules
- Compliance with all applicable rules and policies
- Condition of common areas and school safety
- Satisfactory performance evaluations

### Key Responsibilities

- *Leadership:* Participate as key member in school/organization-wide planning efforts. Select, lead, and evaluate staff and service providers/vendors. Proactively identify needs through walk-throughs, etc. Develop and monitor operations goals, plans, and schedules. Communicate with stakeholders about status of operations. Oversee help desk to ensure customer service. Stand-in for other key leaders if needed. Support ED with engagement of district / state governance entities and other external partners.

- *Business:* Collaborate on budget development, monitoring and course correction. Oversee vendor selection, procurement, contract negotiation, purchasing, timely distribution / delivery, monitoring of services, goods, supplies (e.g. classroom materials); adherence to financial policies. Input as needed on accounts payable process.
- *School program:* Provide operations leadership and logistical support for program events such as family engagement events, parent/teacher conferences, field trips, etc. Help create and oversee schoolwide systems such as arrival and dismissal. Ensure dissemination of reports and documentation such as report cards, test results, etc. Ensure compliance with applicable laws and regulations.
- *Facilities:* Manage major facility projects on behalf of school. Work closely with ED on new middle school facility acquisition. Liaise with architect, contractors, etc. Ensure preventative maintenance and repairs are provided for all systems (HVAC, roof, plumbing, electrical, etc). With support from operations manager, oversee custodial team.
- *Safety:* Plan for and ensure safety systems / procedures. Create annual safety plan; provide training; coordinate safety team; ensure drills. Manage alarm, camera, and fire system / vendors. Create and coordinate plan for after-hours emergency events at building, assisting personally as needed; coordinate with police, fire, and related agencies when applicable.
- *Technology:* with chosen service providers, plan for school IT needs (e.g. computing, network infrastructure, printing/copying, user support and training); when needed provide tier 1 support for basic productivity tools (e.g. Google Apps); ensure escalated support.
- *Transportation:* Negotiate contract with and oversee bus company providing daily service and field trips, including scheduling (with family engagement team), compliance, etc
- *Nutrition:* Select and oversee provider to ensure high-quality, affordable daily food services.
- *Other duties as assigned*

### **Competencies, traits, and qualifications**

- Experience with at least several of the areas of business operations listed above, with school experience (administration or classroom teaching) preferred.
- Take initiative with a strong sense of ownership.
- Organized and attentive to detail and deadlines.
- Flexible and able to shift between tasks.
- Able to lead teams and projects to achieve results.
- Service orientation: “Nothing is not my job.” The successful candidate is willing to serve personally when needed (i.e., fix a jammed copier, clean up a spill, etc) but is also able to strategically plan for delegation of tasks and responsibilities.
- Love of learning; willing to give and receive feedback with a growth mindset.
- Effective communication, including listening, writing, and speaking. Comfort and experience analyzing and presenting information using standard office tools (e.g., email, word processing, spreadsheets).
- Dedication to our unique school mission and culture.

**Starting Salary: \$60,000**

**Application process:** Interested candidates should apply at [LibertasMemphis.org](https://LibertasMemphis.org). Please submit a resume, three+ references, and a cover letter explaining your fit for our school and position. (Generic cover letters are a common reason for candidates not being advanced.) Direct questions to [info@LibertasMemphis.org](mailto:info@LibertasMemphis.org). Libertas does not discriminate on the basis of race, color, gender, handicap, age, religion, sexual orientation, or national or ethnic origin.