



JOB DESCRIPTION

Job Title: Director of Operations

Reports To: Executive Director

FLSA Status: Exempt

Summary: Manages and directs the organization's Software Support staff to support its primary objectives, by performing the following duties personally.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Plans, coordinates, and controls the fiscal, student and EMIS software support operations of the organization through the technology staff.
- Work with Executive Director in establishes the LGCA's current and long range goals, objectives, plans and policies for fiscal, student and EMIS software support.
- Dispenses advice, guidance, direction, and authorization to carry out major plans, standards and procedures, consistent with established policies as approved by the Executive Director.
- Meets with organization's fiscal;, student and EMIS support staff to ensure that operations are being executed.
- Explores revenue streams and services for LGCA with the ability to provide costing for all LGCA Software Services.
- Reviews operating results of the LGCA fiscal, student and EMIS support, compares them to established objectives, and takes steps to ensure that appropriate measures are taken to correct unsatisfactory results.
- Work with MCOECN, ODE, ITC's and other government agencies to provide efficient and cost effective software support services.
- Establishes and maintains an effective system of communications throughout the organization on fiscal, student and EMIS software status, trends and services.
- Obtains customer feedback from fiscal, student and EMIS support customers through surveys, user groups and meetings.
- Insures LGCA provides professional development around LGCA current and future services for all fiscal, student and EMIS support customers and staff.
- Has a solid understanding of the fiscal, student and EMIS services that are provided by LGCA.
- Stays current on software application trends that benefit the organization and the clients.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Design - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively.

Change Management - Develops workable implementation plans; Communicates changes effectively.

Delegation - Delegates work assignments; Sets expectations and monitors delegated activities.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.

Managing People – Includes Fiscal, Student and EMIS staff in planning, decision-making, facilitating and process improvement; Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Business Acumen - Understands business implications of decisions.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.

Ethics - Works with integrity and ethically; Upholds organizational values.

Organizational Support - Supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A.) from four-year college or university; with a minimum of two years related experience and/or training. Experience working with State Organizations (ODE, DAS, OARNET, etc.) and other organizations (Higher Ed, Government Agencies) and ITC's, and knowledge of K-12 Education, desirable.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Financial Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to forecast budgets and cost allocate services in establishing fees.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Experience in LGCA supported software, along with spreadsheet, Word, PowerPoint on PC/MAC,

Supervisory Responsibilities:

Manages the LGCA fiscal, student and EMIS support staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include Close vision and Ability to adjust focus.

While performing the duties of this Job, the employee is regularly required to have dexterity of hands/fingers to operate a computer keyboard and other office equipment; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.

Background Checks:

Must submit for a BCI/FBI criminal records check per ORC 3319.39.

Terms of Employment:

This is a full year position with salary and benefits as established by the Board of Directors.

Evaluation: The position will be annual evaluated by the Executive Director.

Disclaimer: The LGCA reserves the right to revise or change job duties and responsibilities as the need arises. The job description does not constitute a written or implied employment contract.