



ASSOCIATION FOR CHILD DEVELOPMENT

Job Title:	Field Operations Manger	Position Type:	Full Time
Department/Group:	Administrative	Job Status:	Exempt
Location:	Hillside IL	Expected Hours:	8:00 a.m. – 4:30 p.m. M-F
Reports to:	Executive Director	Travel Required:	Occasional
Level/Grade:	Manager	Date last reviewed:	August 2021

**Summary/Objective:**

The Field Operations Manager is hired by the Executive Director to manage the day-to-day operations of the Child and Adult Care Food Program (CACFP) at the Association for Child Development's (ACD) Hillside, Illinois office. His or her responsibility is to carry out CACFP policies and objectives to meet the organization's long range goals. The Field Operations Manager makes all decisions with approval from the Executive Director that affect Field Operations, Customer Service, and Licensing & Compliance.

**Management Skills & Abilities:**

- Capable of the managing multiple tasks such as communications and maintaining the related documentation
- Develop and work toward achieving short-range (one-year) goals for the organization
- Have the skills, education, and experience to make rules and decide matters of administrative and supervisory detail related to customer service, compliance, provider training, and field operations
- Personal leadership skills to motivate participation and cooperation of various groups and individuals. Good communication and interpersonal skills including, negotiating, coaching, consulting, and influencing others
- Relevant travel to and participation in meetings, conferences, and functions throughout the city, counties, state, and country. Attend meetings, conferences, and functions outside of regular working days and hours, as needed
- Report directly to the Executive Director a minimum of twice a week regarding the progress toward organizational objectives, financial status and other issues of concern

**Administrative Responsibilities:**

Carries out supervisory responsibilities in accordance with the organization's policies, procedures, and applicable laws. Responsibilities include but are not limited to: interviewing, training employees; planning, assigning and directing work flow; conducting performance reviews; addressing complaints and resolving problems and recommending actions regarding staff employment (hiring, termination, and discipline). Demonstrate the following competencies to perform the essential functions of this position.

- Analytical – the individual synthesizes complex or diverse information
- Delegation – the individual delegates work assignments, gives authority to work independently, sets expectations, and monitors delegated activities
- Judgment – the individual displays willingness to make decisions, exhibits sound and accurate judgment, and makes timely decisions
- Leadership – the individual inspires and motivates others to perform well and accepts feedback from others
- Management skills – the individual includes staff in planning, decision making, facilitating and process improvement; makes him/herself available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth
- Oral communication – the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills, and conducts productive meetings
- Planning and organizing – the individual prioritizes and plans work activities, uses time efficiently, and develops realistic action plans.

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- Problem solving – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully
- Quality management – the individual looks for ways to promote and improve quality and demonstrates accuracy and thoroughness
- Safety and security – the individual observes safety and security procedures and uses equipment and materials properly
- Written communication – the individual has clear and succinct writing skills

#### Leadership:

- Collaborates with the Executive Director regarding the requirement to hire, evaluate, discipline, and supervise staff in Illinois field operations
- Conduct bi-annual Performance Evaluations of staff under his/her supervision
- Develop and maintain the personnel management program for staff and volunteers. Provide training and development
- Direct all managers under his/her supervision in their assignments
- Work closely with the Executive Director and other ACD managers in the Illinois office

#### Fiscal Management:

- Approve and direct purchases and expenditures within the limits set by the Executive Director
- Assist in the development of an annual budget for review and approval by the Executive Director, Financial Manager, and Board of Directors; ensure that expenditures are within the budgeted amounts; and prepare budget revisions as needed throughout the year
- Ensure fiduciary responsibility, sound financial management, and financial accountability for all types of income

#### Education and Experience:

- Minimum of five to ten years of nonprofit experience and a degree in management, business administration, public policy, community organization, social sciences, or a related field.

#### Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and printers, and there is moderate noise associated with the use of such equipment. The job requires the ability to sit at a computer terminal for an extended period of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

#### Physical Demands:

- While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift up to 10 pounds.

#### Other Duties:

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice