

Job Level	Director of Operations	Management Level II
Problem Solving	<ul style="list-style-type: none"> <li>* Formulates a comprehensive strategic process related to internal procedures, employee engagement, retention, professional development and overarching environmental impacts of the workplace.</li> <li>* Oversees DER's Human Resources Unit. In adherence with University standards, is responsible for directing the creation of internal processes and procedures by which the Division handles employee searches and on-boarding new employees.</li> <li>* Serves as the Equal Opportunity Liaison for the Division in cooperation with the University Office of Equal Opportunity to ensure EO compliance to the minimum and preferred qualifications of all applicants seeking employment within the Division of External Relations</li> <li>* Directs the Administrative Support Team to carry out the necessary internal procedures for bringing on new staff.</li> <li>* Collaborates with the Director of Strategic Initiatives and the HR Liaison in response to the VPER's annual analysis of the Division's MOUs with campus partners, to ensure all agreements are consistent with division standards and are accurately documented.</li> <li>* Formulates and implements goals and strategies related to personnel, procedures and processes.</li> <li>* Diagnoses business practices and creates solutions for improved stewardship of resources and successful management of fiscal deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Applies concepts towards the development of new rules or policy development</li> </ul>
Interaction/ Communication	<ul style="list-style-type: none"> <li>* Facilitates performance interventions and confidential matters related to employee relations. Serves as a liaison between leadership and staff members around conflict resolution and in collaboration with DER leadership will create recommendations and action plans for successful outcomes.</li> <li>* Represents DER on various working groups and committees and serves as a representative of the leadership team in these contexts.</li> <li>* Leads special projects, both recurring and ad hoc, and represents unit at appropriate in institutional activities.</li> <li>* Advises leadership through on-going analysis of workflow and personnel dynamics among DER units to maximize the integration of DER working units.</li> <li>* Leads monthly meetings of both the administrative and accounting teams to analyze workflow, efficiencies and the vigilant use of resources within DER units and strategize on improved processes. Creates reports on effectiveness of members and implements corresponding improvements throughout the organization as needed to increase efficiencies, customer service and overall organizational outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Adapts communication style and uses persuasion in delivering messages</li> </ul>
University Impact	<ul style="list-style-type: none"> <li>* The Director of Operations is charged with the management of internal Operations which informs the division's strategic planning process. The specific areas of management and influence are organization performance initiatives; personnel professional development and diversity engagement; staff culture cultivation; employee relations; assessment and implementation of adjustments to workplace environment; division-wide bi-annual meetings; purchasing and distribution of branded inventory for constituent engagement; oversight of division-wide professional award submissions and staff recognition events; maintenance of office supplies;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to impact the development of existing principles and guides the development of new policies and ideas</li> <li>▪ Work provided by the team generally has longer-term impact beyond the current year</li> </ul>

Financial/ Budget Responsibility

- \* Authorizes the DER Operations budget with signatory authority for all such spending and allocations.
- \* Ensures reports are provided to VP and leadership team for accurate analysis of budget accounts.
- \* Directs the development and maintenance of monthly budget reports for all DER associated budgets• Regulates Budget Team skills and knowledge on university, state and federal mandates regarding fiscal policy.
- \* Oversees one of the three Division- issued credit cards used for DER's business purchases and ensures that all functions are compliant with university policy.
- \* Manages and approves internal operations budget account for expenditures designated for personnel development and engagement, office supplies, staff retreats, branded inventory for constituent engagement and division award entries.
- \* Establishes Budget Schedules to ensure timely exchange of funds as established within the Division MOU partner agreements. Ensures timely reporting and budget actions are completed to fulfill supervision requirements and partner agreements.

- Provides input into the budgeting process and may be a sub-departmental budget owner or have responsibility towards the fiscal management

---

People Management

- \* Responsible for management and direct supervision of five direct reports.
- \* Supervises a cross-sector team comprised of DER's, Admin, HR and Budget employees to produce outcomes that inform Leadership and meet university standards for policy and procedures Analyzes workplace performance issues to enhance performance systems and evaluate improvement.
- \* Provides annual training to Division staff on updated processes and procedures in order to maintain efficiencies and remain in compliance with university and division standards.
- \* Invests into human capital through guiding staff to workplace learning opportunities.
- \* Coaches staff and conducts team performance intervention sessions. Offers counsel to leadership in leading teams through conflict resolution and performance-based challenges.

- Manages teams of technical/support and/or professional roles
- May have people management responsibility for pay reviews, performance management, and resource planning