



JOB TITLE: Director of Operations

REPORTS TO: Executive Director

ORGANIZATIONAL MISSION

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

The Director of Operations will provide key leadership at HFHEB and, in partnership with the Executive Director, is accountable for its strategic operational direction as it relates to construction and homeowners, and the overall fiscal success of the Affiliate. The Director of Operations leads the organization in achieving its mission by overseeing its finance, construction and family services departments, the Habitat ReStore as well as the human resources function under the directives of the Executive Director and within all established policies and guidelines.

Essential Functions:

1. Provides support and leadership to and oversight of the finance, construction and family services departments as well as the Habitat ReStore and Habitat human resources as the managing director, implementing policies, plans and directives, and reporting to the Executive Director on all fiscal, construction, homeowner and HR matters.
2. Serves as a resource to the Executive Director and the Finance Committee of the Board on policy development, planning, budgeting, and finances. Provides staff support to the Board Finance Committee.
3. Oversees Habitat construction, including the planning, building and completion of all homes, repairs and revitalization efforts.
4. Oversees the Family Services department, ensuring that all homeowners are selected according to established policies, communicated with effectively throughout the selection and building processes, and educated as needed to be successful in their homes.
5. Directs the finance, construction, and family services directors to carry out initiatives, assignments and programs under the approved strategic plan and annual budget.

KNOWLEDGE, SKILLS, AND ABILITIES

- **Mission Oriented:** Believes in Habitat's mission and values and considers them as a framework for all professional decisions.
- **People Oriented:** Provides motivating leadership to the directors of finance, construction and family services as the managing director and to the Board Finance Committee as its staff liaison.
- **Results Oriented:** Ensures a balanced budget, sound investments, and prudent financial controls. Also helps the construction department meet its building deadlines while maintaining the highest quality standards and provides leadership and analysis to strategic building and land development plans. Is committed to a positive and often life-changing

- experience for families who choose to participate in the selection and building processes.
- Personal Development Oriented: Committed to ongoing professional development.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in business administration, accounting, human services or related area preferred.
- Minimum 5 years of senior management experience. Experience with Habitat for Humanity and/or non-profit sector preferred, including financial management, quality control, and/or construction.
- Strong communication (oral/written) and listening skills.
- Self-starter with ability to work both independently and with staff and volunteers.
- Strong knowledge of technology with the ability to leverage it to improve operations and communication.
- Strong leadership skills with ability to develop staff and volunteers through personal example as well as implementation of formal training programs and other processes.