



JOB DESCRIPTION

TITLE: Director of Operations

INTRODUCTION:

This is a new (November 2017), full time position for a well-qualified individual to take on meaningful responsibility as part of Temple's administrative team. This individual will be responsible for overseeing day-to-day operations at Temple's two campuses and its cemetery and mausoleum.

At Temple, we pride ourselves on creating an atmosphere of warm and welcoming "customer service", internally among our staff as well as with our congregants and members of our community. This position is a forward-facing position with significant interaction with others.

This is a full-time (40 hours per week) supervisory position, with a generous benefits package.

TYPICAL EXAMPLES OF WORK These examples represent the essential functions of the position. They are not, however, inclusive of all the duties the position may perform.

Facilities

- Supervising our Temple Services (janitorial and set-up) staff.
- Ensuring programming and worship set-up, cleaning; work with caterers and coordinate with our two tenants as needed; oversee support for rentals). This will include working with colleagues for Jennifer Rosen Meade Preschool, Bridge Family Religion School, Youth Group, Adult Education and other groups and staff/clergy at Temple.
- Cemetery (work with Executive Director, Director of Facilities, Security & IT and cemetery personnel to ensure safety; work with cemetery manager/assistant on sales; learn the ropes of cemetery to be back up for cemetery manager/assistant; move forward capital projects as possible and necessary; oversee long range planning)
- Homeless shelter (primary liaison for shelter; coordinate disparate uses of the room used by the shelter; ensure steady stream of supplies; take emergency calls)
- Backup for Director of Facilities, Security & IT (field facilities emergency calls in rotation; field emergency cemetery calls in rotation)
- Emergency preparedness (working with other staff and clergy to ensure emergency preparedness)

Employee supervision and oversight

- Supervise Temple services and cemetery staff

- HR (background checks; boundaries policy oversight; oversee employee Safety Committees; deal with small to medium issues; training and team-building; oversee evaluation process; work with accounting to ensure continued compliance)
- Front desk(s), calendaring and reception staff and training

Other

- Collaborate with Director of Membership and Marketing; Director of Adult Education and Director of Facilities Maintenance, Security & IT and others to ensure smooth operations of all of Temple's various functions.

This individual will staff the following committees:

- With Director of Facilities, Security & IT – Facilities
- Safety Committees

Such other duties that may be, from time to time, assigned.

QUALIFICATIONS Any combination of experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include demonstrated abilities or experience in the following areas:

- A Bachelor's degree preferred (can substitute military service of extensive work experience) with 5+ years working in supervisory positions in a non-profit or for-profit organization.
- Outstanding supervisory skills
- Excellent communication skills
- Exceptional organizational skills, follow-through and attention to detail
- Adhere to highest ethical and professional actions and attitudes
- Facility in use Office Suite of software (Office 365 a plus; Salesforce a plus)
- Maintain confidentiality and exercise excellent judgment and discretion
- Confident working in a fast-paced, hands-on position
- Work professionally, collaboratively and cheerfully with and support a wide range of volunteers and staff; a willingness to learn and solve problems.
- Reliable transportation during working hours.

Other qualities and skills including:

- Customer service practices and techniques;
- Positive relationships
- Excellent customer service skills
- Ability to learn specialized databases for membership management and other functions.
- Flexibility and ability to adjust to changing institutional priorities and adapt to change cheerfully;
- Value diversity and inclusiveness;
- Attend events and services as needed, including possible work hours outside of the normal working day and on weekends
- Comfortable learning about and representing the mission, values and vision of TDHS, including an understanding of and appreciation for Judaism and the role of Reform Judaism;

PHYSICAL REQUIREMENTS OF THE POSITION

- Duties are sometimes performed at a desk and other times may involve more physical work throughout our two campuses and cemetery/mausoleum
- The flow of work and character of duties involve normal mental and visual attention much or all the time;
- Frequent focus on a computer screen is required;

- Daily precise control of fingers and hand movements while operating computer; keyboard, telephone and standard office equipment;
- Normal acuity in vision and hearing, as well as the ability to speak clearly;
- Travel within the city/region and between campuses;
- Moving throughout a building that is on many levels might be required; and
- Lifting of items (upwards of 10lbs) may be required.

SUPERVISION RECEIVED: This position works under the supervision of the Executive Director.

SUPERVISION EXERCISED: Supervision of 5-10 other employees is a normal responsibility of this position.

FLSA STATUS: Exempt

ABOUT US

Temple De Hirsch Sinai is the Northwest's largest Reform Jewish Congregation with a membership of 1600+ families. We are a progressive, inclusive congregation and a leader within the Reform movement and in the greater Seattle community and region.

We have two campuses: our Seattle campus houses administrative offices, sanctuary and Bridge Family Religion School offices, is located on Capitol Hill, at 1511 East Pike Street. The Eastside campus houses the Bridge Family Religion School administration and classrooms, , Jennifer Rosen Meade Preschool, social hall and sanctuary and is located in the Eastgate area at 3850 156th Avenue Southeast in Bellevue. Temple's cemetery and mausoleum, Hills of Eternity and Home of Peace, is located on Queen Anne Hill.