Job Description

Title: Operations Manager, Middle School
Division: Middle School
Location: Richmond, CA
Reports To: Director of School Operations (DSO)
Supervises: Food Service Coordinator(s), Office Administrator(s), Campus Supervisor(s), Site Monitor(s), Bus Monitor(s), Custodian
Status: Exempt

Position Summary

The *Operations Manager* (OM) leads people and initiatives related to the onsite operations for Making Waves Academy ("MWA"). This position executes critical priorities, and creates and refines systems to facilitate MWA's current scale and future expansion. The OM oversees the support of and daily supervision for critical operations functions including reception and front office support, facilities, food service and transportation.

Together with the Director of School Operations, this position executes MWA's vision and strategy for school-based operations, leading the development and sustainability of high-quality operational systems to support teaching and learning. The position oversees the school operations team, working to build operations talent and capacity across the organization.

The Operations department is a cornerstone of the MWA's model, which seeks to relieve the instructional leadership of non-instructional obligations so that they can focus almost exclusively on student achievement and instructional staff development.

As MWA grows, the operations of the school will provide the operational infrastructure necessary to support successful school expansion and growth in student achievement. This position partners with school leadership and cross-functional departments to solve operational challenges and create and implement cohesive policies and procedures that improve both effectiveness and efficiency. Finally, the OM communicates regularly and effectively with members of their team, internal stakeholders, external constituent groups, and the Board of Directors.

Primary Responsibilities

<u>Operations Management</u>

- Manage scheduling and work flow for Middle School operations staff, including supervision, regular 1:1s, monitoring and approving timecards
- Plan and administer annual goal-setting and performance evaluations for MS operations staff, create and model supportive team culture
- Maintains high level of communication around appropriate issues with direct supervisor and operational leadership
- Collaborate with operations staff and operations managers across divisions to problem solve and maximize both efficiency and effectiveness

Purchasing and Vendor Relations

- Manage day-to-day relationships with key vendors including food service, office supplies, transportation, and custodial services

Safety and Security

- Manage implementation of emergency procedures, including: updating the plan to meet latest safety conventions and compliance requirements, regular training and preparation of staff and faculty and implementation of regular drills
- Facilitate safety committee meetings with MS division leadership and key operations team members
- Manage traffic procedures around arrival and dismissal
- Manage operational processes pertaining to onboarding and off boarding in conjunction with human resources; processes may include but are not limited to building access and parking permit procedures

Facilities

- Manage maintenance of facilities including working with custodial personnel and third-party contracts for trash removal, recycling, and security, and cleaning
    - Manage school maintenance and supply systems
    - Support student health services when needed; coordinate with staff to ensure that students receive appropriate care
    - Identify and coordinate periodic capital projects with the landlord (Making Waves Foundation)

Student Enrollment

- Lead and implement annual lottery process
- Lead enrollment and registration procedures for students given an offer to enroll
- Ensure proper record keeping around student cumulative files

Budget Management

- Develop division-specific, non-instructional budget in partnership with DSO and manage expenditures throughout the year to meet budget requirements
- Approve non-instructional budget expenditures

Master Calendar Management and Event Support

- Partner with DSO and MS division leadership to develop and update master schedule of division events
- Coordinate support for MS division events, including planning and coordinating logistics, establishing staffing plans and ensuring project plans are carried out as necessary

Food Service and Compliance

- Support food service team in accurate ordering of meals to maximize participation and minimize

waste
- Monitor meal participation and quality and share feedback with vendor
- Manage food service team to meet all local, state and federal compliance requirements

Qualifications

Experience
- 2-5 years school-based experience
- 3-5 years' experience supervising non-exempt, hourly employees
- 2+ years people, process, and project management experience

Skills
- Highly independent, self-starter
- Project, people and process management
- Highly organized
- Comfortable with technology (knowledge of MS Excel and Powerpoint)
- Ability to prioritize and manage multiple projects simultaneously
- Strong verbal and written communication

Education
- Bachelor's degree required