

## RIVERBEND HEAD START & FAMILY SERVICES JOB DESCRIPTION

**TITLE:** Center Operations Supervisor  
**REPORTS TO:** Operations Director

**GRADE:** E11  
**STATUS:** Full-Time/12-Months/Exempt

**AGENCY MISSION:** **To empower children and families in Madison County, Illinois to develop positive skills to meet life's challenges.**

**POSITION SUMMARY OF RESPONSIBILITIES** include but not limited to the following:

The Center Operations Supervisor oversees the direct operations of the Head Start/Early Head Start program components of the Essic Robinson Head Start Center ensuring compliance with Department of Children and Family Services Licensing, Office of Head Start Performance Standards and Health Department Regulations.

- Responsibilities include management of operations with an emphasis on planning, documentation, day-to-day implementation and monitoring of the program to assure quality services.
- The Center Operations Supervisor fosters teamwork and unity with Lead Education Advocate and Lead Family Advocates developing a workplace culture of best practice, accountability and innovative pursuit of excellence as identified by the Agency.
- This position will provide oversight and direction to employees in accordance with the agency's policies and procedures, empowering employees to take responsibility for jobs and goals.
- The Center Operations Supervisor will coach, mentor and develop staff delegating responsibilities, accountability and providing regular feedback.
- This position will maintain transparent communication by appropriately communicating organization information through center staff meetings, team meetings, one-on-one meetings and appropriate emails and will communicate regularly with directors, coordinators, managers, specialists and other designated contacts within the organization.
- The Center Operations Supervisor will represent Riverbend Head Start & Family Services in the community by developing and maintaining effective relationships with key community programs to support services to families enrolled at Essic Robinson Head Start center.

### **SKILL BASED COMPETENCIES AND PERFORMANCE OUTCOMES:**

**Comfort Around Higher Management** – Works comfortably with more senior managers; can present to more senior managers without undue tension and nervousness; understands how senior managers think and work; can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches likely to be seen as appropriate and positive.

**Motivating Others** – Creates a climate in which people want to do their best; motivates many kinds of direct reports and team or project members; assesses each person's hot button and uses it to get the best out of them; pushes tasks and decisions down; empowers others; invites input from each individual ensuring their work is important; is someone people like working for and with.

**Ethics and Values** – Adheres to an appropriate and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what they preach.

**Organizational Agility** – Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.

**Decision Quality** – Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Problem Solving** – Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems, is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

**Delegation** – Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports and others finish their own work.

**Conflict Management** – Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can reach decisions and agreements in tough situations and settle disputes equitably; can find common ground and get cooperation with minimum noise.

**Strategic Agility** – Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.

#### **FUNCTIONAL COMPETENCIES:**

**Priority Setting** – Spends their time and the time of others on what's important; quickly zeros in on the critical few priorities and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Planning** – Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

**Managing and Measuring Work** – Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

#### **EDUCATION AND/OR EXPERIENCE:**

Bachelor's degree in management, early childhood education, social services or related field is required, Master's degree preferred. Direct program management, development and supervisory experience working with multi-departmental operations in an education/social service or related field is required. Experience working with a culturally diverse population preferred. Must be able to provide their own transportation to and from work and throughout the work day.

#### **WORKING CONDITIONS:**

Work is performed in a setting with minimal safety issues. Some travel to outside meetings, trainings, conferences, Agency sites, etc. This position requires sitting, standing, bending and minimal lifting.

#### **ACKNOWLEDGEMENT:**

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their direct Supervisor. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.