

Job Description for Operations Manager

Management and Operations

- Recruit, train and manage activities coordinator, volunteer coordinator, office staff, transit operators and volunteers
- Oversee day to day operations of the Senior Center to ensure a welcoming and inclusive environment for customers, volunteers, and employees
- Responsible for Transit Training and Random Transit Drug testing
- Maintain fleet of vehicles
- Attend Annual Transit Conference
- Oversee the monthly activities, exercise classes, continuing education, and excursions for participants
- Streamline operations between departments through software programs and updated policy and procedures.
- Organize staff appreciation events
- Work closely with culinary team to ensure streamlined processes in the kitchen & dining room
- Manage exercise contract instructors

Fundraising

- Work closely with the Development Manager to capture potential donors
- Keep accurate records of received donation records

Grant Tracking: Data Reporting and Compliance

- Manage Wyoming Department of Transportation grant and data reporting for transportation services
- Maintain State of Wyoming database for grant billing and compliance to State regulations
- Responsible for Home Care client monthly data reporting
- Responsible for daily reporting of customer activities
- Responsible for daily reporting of To-Go, Home Delivered and In-house Dining customers
- Audit Home Care client files for compliance with specific grant programs

Communications

- Create a monthly newsletter
- Maintain website content
- Keep social media channels updated
- Maintain customer database, My Senior Center, to accurately reflect daily activities and pricing
- Draft marketing and recruitment communications in print and online

Financial

- Reconcile funds received daily from meals programs
- Maintain the Square credit card system
- Responsible for sponsored meal billing
- Work closely with Bookkeeper to ensure accurate fund reporting for specific meal programs, donations, activities and transit

Community

- Active member of the Teton County Emergency Response Team
- Active member of Age Friendly Jackson Hole
- Active member of Wyoming Transportation
- Active member of the Non-Profit Volunteer Managers Group