



## Operations Manager

### Organizational Overview

ROCoverly Fitness is a supportive community of physically active individuals brought together by sober living, committed to creating an environment of healing and recovery. Members, friends and families are empowered to discover their inner strength and confidence through adventure, fun and camaraderie.

Our programs are free and open to anyone with 48 hours of continuous sobriety. We welcome friends, family members and those who choose to live sober.

The ROCoverly Outreach Center is located at 1035 Dewey Avenue, Rochester, NY 14613.

### Summary and Scope

The Operations Manager oversees the organization's ongoing operations and procedures. As a key member of the senior management team, the Operations Manager reports directly to the Chief Executive Officer (CEO) and establishes policies that promote company culture and vision through its operations. The Operations Manager is responsible for the efficiency of the business, which includes maintaining control of diverse business operations and establishing and following a set of policies and processes.

By setting comprehensive goals for performance and growth, the Operations Manager leads employees and encourages maximum performance and dedication. The Operations Manager role is a high-visibility position, requiring strong communication skills and the responsibility of being called upon to positively represent the organization in the community and in the media. The Operations Manager must maintain the highest level of integrity and lead by example in all areas.

### Essential Duties & Responsibilities

- Provide day-to-day leadership and management of organization's business operations to include (but not limited to) Finance, IT, HR, Contracts/Grants/Funding, Marketing, Facilities/Safety.
- Collaborate with the leadership team to develop and implement plans for the operational infrastructure, efficiency and synergy of systems, policies, processes, and staff.
- Responsible for driving the company to achieve and attain sustainability, business goals and objectives, etc.
- Build and grow a strong and stable workforce through strong organizational leadership and mentoring.
- Actively participate in community outreach, engage donors and provide fundraising support.

### Qualifications

- BS/BA in Business Administration or relevant field and 3-5 years of experience in an organizational management role or equivalent of 2 years education + 7 years of work experience; MS/MBA is a plus.

- Proven experience in organizational management, responsible for multiple functional areas of business, or a similar relevant role.
- Demonstrable competency in strategic planning and business development.
- Understanding of data analysis and performance/operation metrics.
- Preference given to individuals with lived experience in addiction recovery.

### **Skills & Abilities**

- Excellent interpersonal, presentation and public speaking skills, both practiced and impromptu.
- Ability to comfortably and energetically present the organization and services publicly.
- Outstanding organizational and leadership abilities, including the ability to recognize and cultivate rising talent.
- High-level understanding of all business functions such as IT, HR, Finance, Marketing, etc.
- Aptitude in sound decision-making and problem-solving in pressure situations.
- Ability to learn new skills and apply principles learned to new situations.
- Ability to lead and inspire teams and individuals with cultural competency.
- Ability to manage and meet timelines.
- Ability to work courteously with the general public, individuals in recovery, medical, legal and community-based organizations.
- Ability to follow verbal and written instructions and apply techniques for specific needs, with concise return communication.
- Knowledge and skills in coaching techniques and an understanding of the differences between them and group and individual counseling techniques.
- Proficient in basic computer applications, such as word documents, spreadsheets, and internet usage.
- Organization, planning and recordkeeping skills.

### **Capabilities**

- Demonstrate capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations.
- Practice healthy personal boundaries and ethical guidance. Be familiar with Motivational Interviewing, strength based perspective and multiple pathways of recovery.
- Demonstrated capability to effectively communicate orally and in writing.
- Ability to work well with a diverse group of staff and volunteers.
- Willingness to adjust hours to accommodate the needs of the job.
- Ability to effectively manage a wide array of tasks, projects and responsibilities.
- Ability to work productively in an unstructured environment with frequent interruptions.

### **Time Commitments**

Full time position. Specific work hours may vary. Must be willing to work nights and weekends as needed.