



## **DIRECTOR OF OPERATIONS AND AUXILIARY PROGRAMS**

**REPORTS TO: HEAD OF SCHOOL AND CHIEF FINANCIAL OFFICER**

**JOB CLASSIFICATION: EXEMPT**

### **SUMMARY:**

The Director of Operations and Auxiliary Programs is responsible for Laurence School's overall strategic planning, operations, market development, program design, promotion, budgeting, monitoring and evaluation of all aspects of School's day to day operation and the operation of auxiliary programs, day camps, After-School Enrichment Program (ASEP), and after care during the school year and rental of facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following:

- Oversee the daily operation of the school, office staff, facilities, security, carpool, school events and all auxiliary programs.
- Participate as an active member of the leadership team in strategizing facility needs of the school and negotiate all lease agreements, participate in selection of architects and contractors and other vendors as needed.
- Develop and execute business development strategies and creates programs to increase non-tuition revenue.
- Manage and supervise the maintenance department, which is responsible for Buildings, Grounds, and other facilities on campus.
- Manage transportation systems and contracts.
- Secure adequate systems and establish procedures to meet the information needs of the school and its administration.
- Maintain compliance with governmental regulations and changing regulatory environment by staying current on laws and regulations that may affect compliance.
- Develop and implement school security program.
- Oversee all facilities management, which includes all building repairs, construction, moves, gardening, janitorial and custodial functions, and relations with renting organizations and neighbors.
- Select and recommend 3rd-party contractors and manage the fulfillment of their contract obligations, including quality control of their work.

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- Ensure compliance with local, state, and federal regulatory requirements, including work safety regulations.
- Develop and execute strategy for maintenance and operation of the campus.
- Collaborate with program and staff leadership, to understand special needs and maintain quality of support to the mission (e.g. academic leaders, athletics, technology, security).
- Participate constructively in the strategic development and management of the campus (e.g. master plan, zoning compliance, utilities services, energy management).
- Collaborate with school leadership, administration, and faculty to ensure all auxiliary programs align with Laurence School's mission and philosophy.
- Design, enhance, and expand program offerings in alignment with a strategic auxiliary programs vision.
- Develop new programs, working with faculty and division heads to ensure that programs align with the school's mission and meet the needs of families.
- Continually explore innovative opportunities for leveraging the intellectual and physical assets of the school.
- Optimize the use of school facilities outside the typical school day/year.
- Annually seek and analyze input from participants and staff regarding the quality of their program experience.
- Seek to identify partnerships that may enhance auxiliary program potential.

#### Program Management

- Oversee and manage daily operation of school and all its auxiliary programs including but not limited to: camps, academic programs, day camps, after-school enrichment programs, before and after care during the school year and the school's ropes course.
- Provide an appropriately safe, caring, and enriching environment for all students, faculty, staff, and auxiliary program participants.
- Establish routines, provide positive guidance, and enforce policies and procedures, including disciplinary policies, in accordance with Laurence School's stated values.
- Provide ongoing supervision and support of all faculty and staff of auxiliary programs in addition to the office in the daily operation of school.
- Develop and oversee all safety and health protocols in coordination with school risk management plan.
- Work with program directors and school nurse to ensure that all program staff are trained in health and safety policies as appropriate.
- Oversee all aspects of campus facility rentals by creating policies, protocols and procedures for facilities usage and pricing for all events and programs on Laurence School's campus beyond the regular school day.

#### Financial Management

- Work with the Business Office to ensure fiscal health of school operation and its programs including:
  - Planning and coordinating auxiliary programs budget.
  - Coordinating registration, billing, and the collection of payments.
  - Negotiating and managing contracts with vendors and off-campus organizations.
  - Reporting results and providing reports on enrollment and staffing.

- Monitor revenues and expenses per trimester in accordance with budgetary restrictions for bottom line performance across all programs.
- Work with individual program directors to ensure profitability of their programs.

#### Marketing and Communications

- In coordination with the Communications and Marketing department, develop and implement a comprehensive marketing strategy for all auxiliary programs.
- Ensure that all auxiliary programs have an effective and accurate Internet presence including website, social media, and digital marketing.
- Plan and coordinate the publishing and advertising of program catalogues, brochures, and schedules.
- Manage all marketing initiatives including open houses, mailers, brochures, camp fairs, and ad placement to promote and communicate the programs to prospective and enrolled participants.
- Write and distribute regular communications among auxiliary program constituencies that effectively provide updated information and a sense of community.
- Write weekly program updates for parents to be included in the weekly all-school communication.
- Work with faculty and staff to ensure seamless communication between day and after-school programs.

#### Human Resources

- Recruit, interview, and hire all auxiliary program independent contractors in compliance with school recruiting and hiring policies.
- Ensure that all necessary and required forms, including background checks, are completed and on file.
- Coordinate and conduct annual performance evaluations of all auxiliary programs' independent contractors.
- Coordinate and communicate payments as needed with the Business Office.

#### Other Duties

- Participate in assignments and projects as needed to improve school operations (i.e. buildings and grounds, safety, accreditation, committees, etc.).
- Perform other duties as assigned by the Head of School and Chief Financial Officer.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty to the satisfaction of the Head of School. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Minimum Qualifications:**

Driven, with an entrepreneurial spirit. Resourceful, innovative, forward thinking and committed. Successful candidates will have the energy and ambition to develop Laurence's operations and auxiliary programs to the highest degree of excellence. The candidate will be organized, attentive to

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detail, and motivated by authentic interest in the experience of the participants in the programs. The ideal candidate will have familiarity with operation of independent schools, marketing, an enthusiasm for creating and a commitment to maintaining and growing the school's existing, high-quality programs.

The requirements listed below are representative of knowledge, skill, and/or ability required to perform essential functions of the job:

- 5-7 years of independent school operation including extensive knowledge of auxiliary programs in such environment experience with 3-5 years of progressively responsible experience in managing operations and auxiliary programs.
- Bachelor's degree required; advanced degree preferred.
- Expertise in marketing auxiliary programs using a variety of technology resources including social media.
- Strong financial acumen with demonstrated ability to develop and manage a budget.
- Well-developed collaborative work style; ability to interact with employees at all levels of the community.
- An expert in youth development programming, demonstrating current and thorough knowledge of regulations, applicable laws, trends, best practices and new developments in field.
- A creative self-starter who brings wisdom, perspective, confidence and excellent problem-solving skills to the position.
- Excellent project management and organizational skills.
- Knowledge and skill to negotiate and manage contracts.
- Excellent oral and written communication skills.
- Strong analytical skills with the ability to quickly and regularly adjust strategy based on the school's needs.
- An independent and strategic thinker capable of understanding the full scope of projects while seeing individual tasks through completion.
- Experience with Microsoft Office products, Google applications, database management, website development, and digital media.
- A positive outlook and a sense of humor.
- A high level of integrity and an extraordinary work ethic.
- The ability to pass state and federal background checks.

#### Physical Requirements

- Ability to walk for long periods of time around campus
- Ability to lift and/or move up to 30 pounds
- Ability to climb stairs
- Ability to sit at a desk working on a computer