



Neighbors Helping Neighbors

Job Description

Title: Director of Operations
Reports To: Chief Executive Office
Pay: Commensurate with Experience
Status: Full Time, Exempt

About the Organization: Partners In Care Maryland, Inc. (PIC) is a 501c3 non-profit organization whose mission is to empower older adults to age in the community through a unique culture of service exchange. Established in 1993, PIC provides neighborly niche services such as transportation, handyman repairs, and case management to ensure that our older neighbors continue to age in their own homes safely, independently, and with dignity. This position supports our mission by providing Operations Management to PIC programs and the CEO.

Duties and Responsibilities:

- Improve business processes, and analyze their effectiveness & efficiency, to sustain organizational growth.
- Responsible for day-to-day operations to ensure the organization remains solvent.
- Partner with CEO to create organizational structure and culture (Team building).
- Oversee PIC Staff in all departments (Marketing, Sales/Fundraising, Transportation, Finance/Payroll, Human Resources and Compliance, Benefits, & Compensation, Boutique Stores, IT, & Member Care).
- Develop and implement business strategies to ensure PIC meets the goals and objectives of our Strategic Plan.
- Spearhead long-term workforce projects (SWOT analysis) to align the workforce to our strategic business goals.
- Manage and enforce corporate policies, procedures, and programs.

- Evaluation of all department programs and their Goals and Objectives.
- Create, review, and manage Performance Evaluations for all director support.
- Guidelines: Process and Procedures manuals by department
 - Each manual will describe its duties and responsibilities in detail
 - This will allow for uniformity across sites
 - Each position within a department will list its step-by-step instructions to complete any and all tasks from A - Z.
- Conduct a Workforce Needs Assessment
 - Determine the number of Full time, Part-time, and Volunteer support staff needed to meet goals and objectives.
 - Assess the total number of man hours needed by the program.
 - Develop a succession plan for each department and position within.

Required Skills/Abilities:

- Thorough understanding of practices, theories, and policies involved in business and finance.
- Superior verbal and written communication and interpersonal skills.



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- Superior managerial and diplomacy skills.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management.

Education and Experience:

- Bachelor's degree in Business Administration required. (Master's preferred).
- Extensive and diversified background with at least 10 years of related experience.

Comments: E.E.O.C. Excellent benefit package that includes medical, dental, life, 403(B), and more. Interested Candidates should forward a cover letter and resume to careers@partnersincare.org with the job title in the subject line or mail to Partners In Care at 8151-C Ritchie Hwy, Pasadena, MD 21122.