



KYFS promotes healthy development of children, youth and families in South King County by providing professional counseling, education, and support services.

JOB POSTING **Director of Operations**

The Operations Director is a member of the Kent Youth & Family Services' management team and is responsible to its executive director for the daily business operations and systems that support all departments of the agency.

This includes: Collaborative leadership and oversight in the areas of grant compliance & billing, agency budget management, payroll, Human Resources, Medicaid billing, and general operational support including reception, IT, and facility management. In the absence of the Executive Director, the Operations Directors assumes leadership.

The ideal candidate will have extensive experience collaborating with high-level management in all aspects of nonprofit business. They are a resourceful, determined problem solver who remains calm with a great sense of humor no matter what challenge is presented. Thrives at patiently growing other leaders. Manages and guides 4-6 direct reports. Needs to be able to navigate collection, extraction, and analysis of data for decision making and reporting. This position would be excellent preparation for the candidate aspiring to be an executive director.

CONTRACT COMPLIANCE AND REPORTING:

- Certifies compliance with all private, government, and public funding contracts and regulations. Works collaboratively with program directors to proactively ensure systems are in place for data collection.
- Ensures accurate and timely Medicaid and Insurance billing.
- Works directly with the program director to ensure service adherence.
- Assists program staff managing the resources of the grants
- Ensures accurate and timely completion of reports. Produces ad hoc reports as needed.
- Ensures data collection and extraction are accurate, provides training and feedback to program staff.
- Develops and maintains positive working relationships with funders, businesses, and governmental entities.

ADMINISTRATION & GENERAL OPERATIONS:

- Develops and implements policies, procedures and systems needed for effective agency operations
- Oversees Human Resources, ensuring practices are maintained that meet legal requirements, are culturally appropriate and promote a healthy productive work environment.
- Manages the payroll & HRIS software systems.
- Maintains Electronic Health Record (EHR) users, data, and reporting.
- Oversees administrative support for all programs and executive.
- Collaborates with Finance Director and Executive to develop and manage a healthy agency budget.
- Responsible for supervising the agency reception.
- Oversees contracted IT service and facility upkeep and maintenance

REQUIRED QUALIFICATIONS

- Bachelor's degree from a college or university.
- Five (5) years of progressively increasing responsibility in non-profit management.
- Must demonstrate business acumen.
- Experience working with and appreciation for diverse populations. Acceptance of a variety of lifestyles, behaviors, cultural, and spiritual practices.

DESIRED QUALIFICATIONS

- Experience in managing a community based, multi service agency with a broad variety of community constituencies and fund sources. Preferably with an agency serving “at-risk” children, youth and families.
- Skilled in negotiating and administering publicly funded performance contracts and outcome-based programs.
- Strong time management skills with the ability to multi-task to meet deadlines, and manage multiple competing priorities.
- Excellent communication skills: written and verbal.
- Ability to speak a language in addition to English is a plus.
- Experience with Behavioral Health, Early Learning, and/or Afterschool programs a plus.

ADDITIONAL REQUIREMENTS:

- Satisfactory completion of any required finger printing and criminal background checks.
- Valid Washington driver’s license, acceptable driving record, personal automobile for use of job related transportation, current auto insurance meeting minimum Washington vehicle insurance requirements.

COMPENSATION, BENEFITS & MISC:

- **PAY:** \$75k-\$90k annually/DOE
- **SCHEDULE/HOURS:** M-F, with occasional evening and weekend hours needed. Some remote work available.
- **BENEFITS:** KYFS offers excellent benefits: Full Time staff are eligible for: Company paid 403b retirement: current contribution is at 5% after one year of employment; paid medical, dental, vision, life and LTD insurance for employee’s; 9 paid holidays; 2 paid floating holidays; up to 3 weeks of vacation 1st year of employment; and up to 12 paid sick days per year. FT staff must meet all eligibility requirements of all benefits offered.

OPENS: 4/13/2022

CLOSES: When filled

HOW TO APPLY:

- **E-mail:** Resume, cover letter and 3 professional references to Sue Camou Arrant at SueC@kyfs.org
- First review of applicants is 8am, Wednesday, April 20th

Kent Youth and Family Services is an Equal Opportunity Minority/Female/Individuals with Disabilities/Protected Veteran and Affirmative Action Employer. We hire qualified candidates without regard to age, race, religion, color, sex, sexual orientation, gender, gender identity, national origin, ancestry, citizenship, protected veteran or disability status, or any factor prohibited by law.