



# Director of Operations

<i>Approved:</i>	September 2021
<i>Reports to:</i>	Executive Director
<i>Supervises:</i>	Assists the Executive Director in supervising all other LACA staff. Acts as Interim Director in the absence of the LACA Executive Director.
<i>FLSA Status:</i>	Exempt from Fair Labor Standard Act

## Job Related

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*General Duties:* The purpose of the Operations Director is to assist the Executive Director with the administration, implementation, facilitation, operation, and evaluation of services provided to LACA districts and to provide expertise and leadership for the effective utilization of innovative technologies and related packages.

*Specific Duties:*

1. Provide leadership for development, delivery and support of all data applications. Assure customer service requests are resolved and software projects are being executed through the use of appropriate operational metrics and performance tracking.
2. Oversee daily operations of LACA, including planning, implementing, and evaluating effective LACA staff work schedules and assignments.
3. In collaboration with the Executive Director, develop and administer an effective communication strategy both within the LACA membership and to agencies/organizations supporting K-12 education to promote awareness of current and future services of LACA.
4. In collaboration with the Executive Director, assist in the development and implementation of LACA's continuous improvement process including but not limited to accurate collection and distribution of quality assurance and user reporting.  
5. Identify and address the needs of the end-users by providing new/additional/on-going training opportunities.
6. Ensure the short and long term professional development needs of the LACA Staff are fulfilled.
7. Oversee creation and accessibility of up-to-date end-user documentation for LACA services.
8. Attain expertise in products, utilities and techniques to enhance and supplement all service and programs of LACA.
9. Assist LACA Executive Director with developing and administering all personnel policies and procedures.
10. Under leadership of the Executive Director, defines, creates and implements a personnel management system including staff professional development, staff leave,



aligning LACA staff teams to maximize individual potential and enforcement of operational procedures and policies.

11. Participate in staff evaluations when requested.
12. Maintain sufficient knowledge of approved budget and LACA's financial responsibilities in order to carry out LACA's fiscal operation in the absence of the LACA Executive Director.
13. Participates in and represents LACA at various meetings and seminars critical to the effective operation of LACA.
14. Performs all other duties as defined and directed by the LACA Executive Director.

## Personal

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1. Maintain professional and responsible attitude and respect.
2. Is dependable in attendance.
3. Has a good working relationship with users, staff and vendors.
4. Accepts authority and direction.
5. Supports and reflects organization policy and image.
6. Retains good working attitude when overtime is required.
7. Excellent management and organizational skills

## Qualifying Experience

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1. Bachelor's degree in technology, education, and/or equivalent work experience.
2. Operational management experience with a focus on technical support and help desk environments
3. Clear vision of the integration of technology in K-12 education.
4. Good written and verbal communication and organization skills, and must interact well with Executive Director, users, and vendors inspiring confidence from all.
5. Must be willing to actively engage in the development and improvement of processes in order to meet and/or exceed the expectations of our member schools.
6. Excellent staff and budget management and organizational skills.
7. Excellent background in the technology and educational fields.

***Please send a letter of interest, resume and 3 professional references to Greg Rhoads via email at: [grhoads@laca.org](mailto:grhoads@laca.org).***



## Qualification Requirements

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

**Language skills:** Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Ability to write reports. Ability to effectively present information to top management, public groups, and/or boards of directors.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Physical Demands:** While performing the duties of this job, the employee is required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or move but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Work Environment:** While performing the duties of this job, the employee frequently works near moving, mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate to occasionally loud.

## Equal Employment Opportunity Statement

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LACA offers equal employment opportunity to all job applicants and gives all staff members equal consideration in all practices, terms and conditions of employment. LACA abides by all local, state and federal laws regarding equal employment opportunity and shall make all employment decisions without regard to race, color, religion, national origin, gender, ancestry, age, disability, genetic information, military status, veteran status, or any other characteristic protected by law.