



JOB DESCRIPTION

Position Title <p style="text-align: center;">Executive Vice President of Operations</p>	Overtime/FSLA Classification: <p style="text-align: center;"> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt <input type="checkbox"/> Contractors </p>
Department: <p style="text-align: center;"> <input type="checkbox"/> Programs <input type="checkbox"/> Development/Marketing <input type="checkbox"/> Finance <input type="checkbox"/> Administration <input checked="" type="checkbox"/> Executive </p>	Location: BBBS Miami <p style="text-align: center;">550 NW 42nd Avenue Miami, FL 33126</p>
Reports To: President & CEO	Number of People Supervised: 3+

ORGANIZATION DESCRIPTION

Big Brothers Big Sisters (BBBS) of Miami is an award-winning, innovative organization that ignites the potential within each child and advocates for them to explore the endless possibilities of what they can accomplish. Since 1958, BBBS of Miami has been South Florida’s premier mentoring organization, preparing future leaders in the community by matching youth (Littles) with committed adult mentors (Bigs). These relationships empower Littles to become productive members of the community. BBBS Miami has been recognized as an “evidenced-based model” of mentoring by the Office of Juvenile Justice & Delinquency Prevention and a respected legacy organization in South Florida.

***Awards and Recognition:** BBBS of America Pinnacle Award (2021, 2020, 2019), BBBS of America Gold Standard (2020, 2019, 2018), Take Stock in Children of Florida Gold Luminary (2021) and Gold Award (2020, 2019, 2018), BBBS of America Quality Achievement Award (2017, 2016). Mentoring & Community Empowerment Award (100 Black Men of America, Inc.); NOVO Award for Program Innovation: School to Work Program (2010 Greater Miami Chamber of Commerce)

ORGANIZATION VISION

All youth achieve their full potential.

ORGANIZATION MISSION

Create and support one-on-one mentoring relationships that ignite the power and promise of youth

POSITION PURPOSE

(What is the overall role this position will have in the agency?)

A key member of executive management that is the second in command to the President & CEO. The EVP of Operations is responsible for maintaining and driving operational results within Big Brothers Big Sisters Miami (BBBS Miami) by working closely with the CEO and other executive management team members. The President & CEO of BBBS Miami is expected to be the Brand Ambassador nationally and in South Florida to help drive program and donor growth. The EVP must be a skilled communicator, effective leader, and driven businessperson who can manage the day-to-day operations, maintain key operational procedures, assist in the creation of new processes and ensure daily operational excellence. In the absence of the President & CEO, the EVP of Operations must be willing and able to represent BBBS Miami.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Daily Activities, in priority order)

Provide day to day management to staff and leadership to the organization that aligns with the BBBSA National Standards and the overall BBBS Miami strategic vision and plan with a focus on match growth, donor and alumni growth, and operational efficiency.

Assist and support the President & CEO in creating, growing and building a world class, industry leading organization.

Partner with the President & CEO to achieve favorable program and financial results with respect to matches, profitability, cash flow, operational systems, reporting and controls.

Foster a growth oriented, positive and encouraging environment while keeping employees and management accountable to organization policies, procedures and guidelines.

Drive organization results from an operational, programmatic, and financial perspective working closely with Program leadership, CFO, CEO and other key executive team members to ensure budgetary and program goals are met.

Motivate and encourage employees at all levels as one of the key leaders in the organization including but not limited to professional staff, management level employees, and executive leadership team members.

Create effective measurement tools to gauge the efficiency and effectiveness of internal and external processes.

Provide accurate and timely reports to the President & CEO and to the Board of Directors (as necessary and required) outlining the operational condition of the organization. A weekly operational report to the President & CEO to ensure compliance and strategic focus.

Work closely with senior management team to create, implement and roll out plans for operational processes, internal infrastructures, reporting systems and organization policies all designed to foster growth, profitability and efficiencies within the organization.

Maintain a physical presence daily at BBBS Miami headquarters with the clear understanding that the President & CEO will have a consistent external presence in the South Florida community and national landscape for the growth and development of the BBBS brand.

Strategic development and management of organization's Safety and Security Protocols

Provide strategic guidance and support to managers and supervisors as it relates to Emergency Management

Oversee the management, development and upkeep of strategic IT plan as well as agency computer network system

Establish contracts and pricing with building contractors and suppliers and ensuring proper building maintenance

Oversee the development, administration and enforcement of Operational policies.

Ensure organization policies and procedures are followed by each department.

Attract and retain staff in collaboration with management team

Complete performance evaluations of management staff on an annual basis.

Perform other Agency related duties as assigned by President & CEO

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Support Agency staff on any activities needed to achieve the vision of Big Brothers Big Sisters of Miami.

**Education Level:
(minimum & preferred educational requirements necessary to perform this job successfully)**

- ___ High School Diploma
- ___ Post-Secondary (some college, Associate degree)
- XX Bachelors (required)
- X Graduate Degree or commensurate experience (preferred)

Bilingual in Spanish and/or Creole is required and/or a plus.

**Related Experience
(minimum & preferred related work experience necessary perform this job successfully)**

Completed a successful working experience in the human service field or in the corporate sector with a strong operations background with a minimum of ten years' experience.

1. An adequate knowledge of Human services, philosophy, principles and methods, and an ability to use this knowledge effectively in social service environment.
2. An ability to establish positive staff and professional relationships.
3. Administrative, organizational and leadership ability.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific workplace conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment with flexible work hours to meet customer needs.

Physical Demand

DESCRIPTION

Stationary Position	Must be able to remain in a stationary position at least 50% of the time
Traverse	Must be able to move about the inside of the office
Communicate	Must be able to exchange accurate communication
Operate	Must be able to operate office productivity machinery (i.e. computer, copier, etc.)
Lift	Must be able to lift office equipment up to 25 pounds

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)

5%

Equal Employment Opportunity

BBBS of Miami provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability, or any other federal, state or local protected class.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Commitment to Diversity, Equity and Inclusion

BBBS of Miami values diversity and inclusiveness in the workplace, including with respect to the Agency Board, staff, and volunteers. The Agency has set a goal to build a diverse, high-performing workforce based on the Agency's core values and has set forth a set of written commitments, outlined in the Personnel Policy Handbook, in accordance with this goal.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of Miami may change the specific job duties with or without prior notice based on the needs of the organization.

Background Clearance

BBBS of Miami, mandatory complete FDLE background clearance on all employees pre-employment and tri-annually thereafter. The Agency adheres to all applicable Federal, State and Local Laws regulating the use of backgrounds for the purpose of employment, along with the Standards of Big Brothers Big Sisters of America.

Drug-Free Workplace

Big Brothers Big Sisters is committed to being a drug-free employer. Although some State/Local Laws permit the use and possession of marijuana for both medical purposes and recreational use, Federal Law does not. Where the State Law and Federal Law differs, Big Brothers Big Sisters of Miami will typically comply with Federal Law and that is our position regarding marijuana. Following Federal Law, in the absence of State/Local Law to the contrary, Big Brothers Big Sister of Miami considers marijuana to be an illegal drug for the purposes of our policies. Therefore, the legalization of marijuana does not affect Big Brothers Big Sisters of Miami rights to enforce our drug and alcohol policies, including our drug testing policies. Testing positive for marijuana may result in disciplinary action, up to and including termination of your employment.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification; it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date: May 2022	Revision Date: July 2022
Supervisor: I have approved this job description and reviewed with my employee	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: