

1. op·er·a·tion

[,äpə'rāSH(ə)n]

NOUN. Definition: a piece of organized and concerted activity involving a number of people

Are you seeking an opportunity to join a robust economic development organization, serving in a key role? If so, keep reading.

Big Sky Economic Development in Billings, Montana is currently recruiting for a newly developed **Operations Director** position.

REQUIREMENTS: The successful candidate must demonstrate proficiency in operations management at a highly professional level and must have direct experience in working with boards of directors, community leaders, and other key professionals within a diverse organization. This position reports directly to the Executive Director.

Essential responsibilities and areas of expertise must include;

- Managing organizational support services and support personnel;
- Review and implementation of operational policies and procedures,
- Coordinating staff and board strategic planning;
- Annual budget-setting process;
- Overseeing all vendor and outside services contracts related to office operations;
- Strong working knowledge of office related technology and programs;
- Human resources administration;
- Board of director management best practices

MINIMUM QUALIFICATIONS: Requires a four-year degree in business management or related field plus four years' relevant work experience; or equivalent education and work experience to fully meet the qualifications for the position.

Big Sky Economic Development is an equal opportunity employer and offers a competitive salary with a complete suite of benefits.

Application materials available at www.bigskyeconomicdevelopment.org .

APPLICANTS MUST INCLUDE EMPLOYMENT APPLICATION, COVER LETTER, RESUME AND THREE REFERENCES.

Please email your complete application packet to ExecAsst@bigskyeda.org

Or mail to:

Big Sky Economic Development

Attn: Steve Arveschoug, Executive Director

222 N. 32nd Street, Suite 200

Billings, MT 59101

Position is open until filled. Applications reviewed upon receipt.



Job Description Title: Operations Director	FLSA Status: Exempt
Reports To: Executive Director	Position Status: Full-time

Summary of Duties and Responsibilities: The Operations Director is responsible for the administration and coordination of the day to day business and operational functions of Big Sky Economic Development, reporting directly to the Executive Director, and working with program directors and the Board of Directors.

Duties and responsibilities include managing office operations and facilities, supervising the administrative support team, managing all HR administrative functions and hiring and orientation processes, overseeing all vendor and outside services contracts related to office operations (HR, IT, equipment, building lease, etc.), coordinating all support services and public notification requirements for the Board of Directors' meetings and committees, directing the review and implementation of operational policies and procedures, coordinating staff and board strategic planning and reporting activities and requirements, coordinating the annual budget-setting process in partnership with the controller, administration of organizational professional development programs and performance evaluation process, coordination of all staff functions and meetings, and the management of BSED's internal internship program.

Essential Duties and Responsibilities:

1. Office/Facilities Operations

- Directs and coordinates facility operations, maintenance or repairs; assures the availability and proper functioning of office supplies and equipment needs, managing the budget for these needs; manages the facility lease agreement; and, plans for future office and equipment needs
- Oversees all vendor and outside services contracts for operations, including telephone and conference call systems, Internet, and Audio Visual aids, IT support and security, and office computer equipment/systems.
- Annually evaluates technology-related needs and training requirements, establishes a routine training program, and ensures updated security systems and operating protocol for IT systems.
- Directs the review, implementation and oversight of operational policies and procedures
- Identify and evaluate workflow/efficiency issues related to office operations, implement improvement processes and provide solutions
- Plans for staff meetings and ensures appropriate flow of information among staff and leadership team; facilitate inter-departmental collaborations; and ensures that cross-training opportunities are scheduled and implemented on a regular basis.
- Oversees the compliance of the organization's open meetings/open record requirements
- Oversees the organizations record management system and retention schedule, ensuring the proper filing and recordkeeping of all operational materials, contracts, agreements, communications, and reporting requirements

- Ensures the maintenance and updating of website in partnership with the Director of Marketing.
- Serves as point person for the organization's calendar, including board meetings, committee and task force meetings, public events, staff meetings, and other organizational events.
- Develop and maintain emergency response protocols for staff safety and continuity of office operations in the event of emergency
- Supervises front office reception and administrative/clerical support team.

2. Supervisory Duties:

- Responsible for the overall direction, coordination, training and leadership of front office and clerical support team
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Coordinates the work of the clerical support team to meet the needs of the organization and program-level functions as may be needed; and ensures the clerical support needs of the Executive Director
- Plans and schedules work, ensuring that the front office is professionally represented during all business hours
- Responsible for interviewing, hiring, onboarding and training subordinates. Conducts staff evaluations, job performance management (including coaching/counseling), and corrective action.
- Responsible for ensuring appropriate staff professional development and the conduct of regular (i.e., weekly) staff meetings

3. Human Resources

- Directs all human resources functions for the organization, ensuring all HR recordkeeping and the management of HR outside services contract
- Manages all approved hiring process and new employee orientation
- Plans and coordinates performance evaluation processes
- Partner with Directors to design and implement professional development plans for staff;
- Administer employee benefits plans and related compliance reporting; communicate employee benefits to staff;
- Lead the "Healthy by Design" wellness initiative and/or other employee rewards programs
- Manages BSED's internal internship program, coordinating organizational needs, setting internship scope of work and professional development expectations, and coordinating with outside programs, colleges, and universities
- Coordinates Annual Staff Appreciation event and other staff functions

4. Board of Directors Management and Support:

- Coordinates scheduling and preparations for board meetings; attends Board meetings and ensures effective communication and execution of board meetings, meeting notices, and meeting minutes;
- Coordinate all Board-based committee meetings and work activities, including, but not limited to the annual Board member appointment and election process;
- Administers all public meetings/public record requirements of BSED;
- Manages annual Board Orientation processes
- Ensures timely communication with Board members from among many sources in the organization
- Coordinates with Board Chairs and Executive Director to set Executive Committee and Board meeting agendas

5. Policy Development and Implementation:

- Conduct routine evaluations of all BSED policies
- Monitor and ensure execution of all policies related to BSED operations, including:
 - Personnel Guidelines
 - Salary Administration Guidelines
 - IT Policies
 - Travel Policies

6. Strategic Planning, Budgeting and Reporting:

- Coordinates the annual budget development process in partnership with the Controller and collaboratively with the program directors
- Coordinates with Controller, Executive Director and Board Chairs to set agenda for Annual Budget Workshop; and coordinates preparation of budget packet for presentation to Yellowstone County
- Coordinates staff and Board strategic planning processes/sessions, and the development of strategic plan documentation
- Manages and coordinates Progress Report development and distribution, Stakeholder Survey and customer satisfaction surveys, and supports the development of the BSED Annual Report and Report to the Community with the Director of Marketing and program directors

Minimum Qualifications (Experience/Education):

Requires a four-year degree in business management or related field plus four years' relevant work experience; or equivalent education and work experience to fully meet the qualifications for the position.

Qualifications and experience must include a strong working knowledge of office related technology and programs, human resources management, board of director management best practices, strategic planning, budget and policy development practices, and routine business procedures and office organization.

Competencies (Knowledge, Skills and Abilities):

Under the direction of top management, establishes functional policies and makes tactical decisions, solves complex strategic problems; applies business in new ways; or develops and recommends new alternatives; has regular interaction to communicate or negotiate important agreements; requiring tact, timing and the ability to engender trust and communicate with diverse audiences.

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position:

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** — Personally demonstrates a customer-service attitude and inspires others toward exceptional customer service. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance in a supportive, coaching style.
- **Communication Skills and Techniques**—Regularly communicates throughout all levels of the organization, building trust, fostering collaboration, and exemplifying the values that govern BSED.

Physical Demands & Working Conditions:

Work is primarily in an office environment. Incumbent must move, stand, bend, or kneel on an intermittent basis. Frequently sit, with continuous full use of hands, repetitive movement, keyboarding, and clear vision, as well as speak and hear normal conversation. Requires high attention to detail with frequent deadlines, and internal and external social interaction. Intermittent, moderate physical effort, moving or carrying 5 to 25 pounds. Incumbent is occasionally exposed to on-street driving and moving vehicles with an overnight stay away from home. Work hours are generally Monday through Friday, 8AM to 5PM, but will include early morning and/or evening meetings and events.

BIG SKY ECONOMIC DEVELOPMENT AUTHORITY
222 NORTH 32ND STREET
BILLINGS, MONTANA 59101
(406) 256-6871
APPLICATION FOR EMPLOYMENT

AN EQUAL OPPORTUNITY EMPLOYER

APPLICANTS: IN ORDER TO BE CONSIDERED FOR EMPLOYMENT, THIS APPLICATION MUST BE COMPLETED ENTIRELY. PLEASE REMEMBER TO PRINT CLEARLY, READ AND SIGN THE LAST PAGE.

Today's Date: _____ Position Applying For: _____

Name in Full: _____

Last
First
Middle

Address: _____

Number & Street
City
State
Zip Code

Phone #: _____ Message Phone: _____

List other names, if any, used on employment or education records: _____

EDUCATION

	Name/City, State of School	Course of Study	Check Last Year Completed	List Diploma or Degree
High School			9 () 10 () 11 () 12 ()	
College			1 () 2 () 3 () 4 ()	
Graduate School				
Other Training				

EMPLOYMENT HISTORY

This section must be completed entirely. Do Not substitute a resume. List all work experience, paid or unpaid, beginning with your current or most recent job. Include military experience as well as volunteer jobs that you wish to have considered as part of your qualifications for the position you are seeking.

Describe each job separately, emphasizing your specific tasks and any supervisory, technical or other responsibilities. Explain all breaks in continuous employment. If more space is needed, additional pages can be added.

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary: _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed: _____

Reason For Leaving: _____

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary: _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed: _____

Reason For Leaving: _____

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary: _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed: _____

Reason For Leaving: _____

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary: _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed: _____

Reason For Leaving: _____

MONTANA PREFERENCE ACTS

If you are claiming preference under Montana Veterans' Employment Preference Act or Handicapped Persons' Employment Preference act, complete the following:

To claim Veterans' Employment Preference you must be a U.S. Citizen and check one of the boxes below:

- A A veteran separated under honorable conditions,**
- A disabled veteran separated under honorable conditions,**
- The spouse of a disabled veteran if the veteran's disability prevents him/her from working,**
- The remarried surviving spouse of a veteran or disabled veteran,**
- The mother of a veteran, if the veteran lost his/her life under honorable conditions while serving in the Armed Forces, or has a service-connected, permanent, and/or total disability.**

ADDITIONAL INFORMATION

Professional Memberships & Affiliations: _____

Professional & Trade Licenses: _____

Have you ever been employed by this company before? When? In What Job? _____

Do you have a relative working for this company? _____ Yes _____ No If yes please explain, this will not exclude you from hire _____

Have you ever been convicted of a felony? _____ Yes _____ No If yes, please explain, this may not necessarily exclude you from hire _____

Why are you interested in this particular job? _____

What skills and training qualify you for this position? _____

What portion of your work experience qualifies you for this job? _____

REFERENCES: Please provide the details of three professional references of your previous employers.

Name	Address	Telephone	Occupation	Years Known
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Name	Address	Telephone	Occupation	Years Known
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Name	Address	Telephone	Occupation	Years Known
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**READ THE FOLLOWING CAREFULLY, THEN SIGN AND DATE
THE APPLICATION:**

Your interest in employment with Big Sky Economic Development Authority is sincerely appreciated. Please feel free to attach your resume to this application or any other additional comments that you feel will be helpful in evaluating your qualifications for the position.

I understand that falsification, misrepresentation or omission of information is sufficient cause for rejection of this application, or if hired, dismissal from employment.

I grant permission for the representatives of the Big Sky Economic Development Authority to investigate my references and release said Company, as well as my former employers, from any and all liability resulting from such investigation.

Date: _____ Signature: _____