

Job Description: Managing Director of Operations

Purpose:

The Managing Director of Operations provides leadership and care to a team of experienced and high-performing departmental Directors running the day-to-day operations at DMC's campus(es) and assists DMC's Head of Finance and Operations with planning and implementing operational strategies and projects.

The Managing Director partners with departmental Directors to implement key operational objectives, maximize the impact of financial resources, steward the planning and maintenance of physical assets, and promote an engaging and collaborative environment focused on service and continuous improvement. Operational department responsibilities span technology, safety, security, facilities, grounds, rentals, transportation, food service, concessions, vending, campus construction, and other special projects.

Position:

- Full-time, Calendar Year
- Salaried, exempt, at-will employee
- Work location - Primary location is DMC Campus at 13007 Douglas Parkway in Urbandale; works at DMC Central Office located at 7001 Westown Parkway in West Des Moines as needed; primary location may change with the addition of future campuses.

Reports to: Head of Finance and Operations

Direct reports: Facilities and Grounds Director, Safety and Security Director, Information Technology Director, and Food Service Director

Qualifications:

- Bachelor's degree in business management or related area.
- Experience managing or leading teams required; 15+ years of experience in progressively increasing managerial role(s) preferred.
- Experience with several or all of the operational departments identified.
- Experience with multi-campus/locations preferred.
- Ability to lift a minimum of 50 pounds.
- Professing believer in Jesus Christ as Lord and Savior and committed to growing in relationship with Him.
- In agreement with the Des Moines Christian School Statement of Faith.
- In agreement with the Des Moines Christian School Biblical Convictions for Christian Education.
- Regularly attends and is actively involved in a church that affirms historic Christian orthodoxy (doctrine, faith, teaching, practice), consistent with the DMC Statement of Faith, through that church's public creed, confession, core beliefs, or statement of faith.

Professional Profile:

- Level-headed, calm demeanor with the ability to balance a high volume of customer and employee feedback.
- Possesses a general knack and aptitude for understanding a broad range of campus operations.
- Experienced manager with proven success leading and making an impact through mid-level leaders.
- Experience establishing business goals and strategies.
- Excellent communication and teamwork skills.
- Attention to detail with strong analytical, project management, and problem-solving skills.
- Ability to manage multiple complex priorities with minimal supervision.
- Proven ability to facilitate organizational change within a growing organization.
- Willing to work occasional evenings and/or weekends to meet deadlines or restore operational functionality.
- Demonstrated commitment to the mission of DMCS: *Equipping minds and nurturing hearts to impact the world for Christ.*

Responsibilities:

- Hires, supervises, evaluates, engages, and develops a talented team of Directors who can lead critical departments and manage strategic plans and functions with the following shared vision statements:
 - Operations Team - *Impact the world for Christ by supporting DMC students and staff through responsive, helpful, and solutions-oriented professionals.*
 - Information Technology - *Use innovative technology, industry expertise, and IT standards to seamlessly support students and staff.*
 - Safety and Security - *Proactively protect students and staff through vigilant awareness, best practice training, and a secure campus while sincerely caring for the well-being of others.*
 - Facilities and Ground - *Provide a clean, safe, and engaging environment where students and staff are able to learn and perform at their highest potential.*
 - Food Service - *Nourish student and staff bodies with a variety of exciting food options while providing excellent customer service and a fun atmosphere.*
- Fosters a positive, solution-driven environment that encourages teamwork and collaboration.
- Drives continuous improvement, customer satisfaction, scalability, risk management, and professional development.
- Understands the operational needs of DMC's academic/activities/campus environment, with a detailed eye on customer needs, first impressions, and adding value.
- Leads operational audits, as needed, to understand strengths, vulnerabilities, and opportunities.
- Works with Directors to problem-solve day-to-day issues and guide decisions.
- Assists with vendor relationships including vetting, optimizing procurement, and managing vendor contracts.
- Exhibits a can-do attitude for any level or type of work, providing an additional set of hands when needed.
- Works with Directors and Head of Finance and Operations to develop annual budgets and long-range plans for operational departments and property, plant, and equipment (new and deferred maintenance).
- Partners with Head of Finance and Operations to manage the school's P&C insurance and risk coverages, and oversee risk management policies to reduce the school's exposure.
- Leads special operational projects as assigned by the Head of Finance and Operations.
- Partners with the Head of Finance and Operations to execute on current and future construction, growth, and multi-campus business model plans.
- Maintains strong communication with the Head of Finance and Operations and develops partnerships with internal and external stakeholders.
- Performs all other duties as assigned.