



Help At Your Door's mission is to help seniors and individuals with physical disabilities in the seven-county Minneapolis-St. Paul metropolitan area to maintain their independence and continue living in their homes.

POSITION TITLE: Director of Operations

STATUS: Full-time

REPORTS TO: Executive Director

POSITION SUMMARY

The primary function of this position is to coordinate program activity in an effective and efficient manner to support seniors and people with disabilities.

POSITION RESPONSIBILITIES

- Provide supervision and support for ordering and shopping coordinators and drivers including on site store technical assistance and support
- Analyze in process and completed routes for procedure accuracy, optimization, and efficiencies
- Serve as resource to field staff on routing procedures and troubleshoot issues
- Analyze working practices and devise alternative practices to increase efficiency
- Develop and maintain procedures for ordering and shopping coordinators, home-maintenance workers, and drivers
- Look for organizational efficiency and maintain health safety standards
- Implement new programs and ensure financial targets are met.
- Communicate with employees and organize appropriate training
- Review and approve equipment needs

QUALIFICATIONS

- Bachelor's degree and five years of organizational experience required or 15 years of organizational experience.
- Strong technology including, but not limited to, Microsoft Office and general database management
- Willingness to be on call as needed
- Ability to multi-task, with strong organization skills and attention to detail
- General knowledge of GPS and routing preferred