

**NEW MEXICO VETERANS INTEGRATION CENTERS
(NMVIC)**

13032 Central Avenue SE
Albuquerque, NM 87123
(505) 265-0512 <http://www.nmvic.org/>

Position: Operations Manager

POSITION DESCRIPTION

The position will fall under the direction of the NMVIC Director.

DUTIES

The Operations Manager

1. Is responsible for the day-to-day operations of the NMVIC, including facilities, computer networks, vehicles, and equipment, to include working with vendors and support organizations;
2. Will establish and update policies required to ensure safety and security practices for the NMVIC staff and the residents;
3. Is responsible for supporting the Director in maintaining community relationships that will enhance the lives of the residents of the NMVIC;
4. Will directly supervise the Monitors and Nutrition Coordinator;
5. Will establish clear supervision lines and implement training processes necessary for program operation and for compliance with federal and state requirements;
6. Will work directly with the Director to resolve issues with residents and to ensure their needs are met, including housing, transportation, and services;
7. Will participate in committee and Executive Board of Directors meetings;
8. Will comply with all trained safety rules; and
9. Will complete other duties as required by the Director.

MINIMUM REQUIREMENTS

1. Bachelor's degree or equivalent experience
2. Directly related management expertise in administration and human resources gained through two years of equivalent-level work experience
3. At least three years additional work experience that can be demonstrated to be applicable to the duties listed on the position description
4. At least three years experience collaborating with non-profit organizations and in providing training and education sessions
5. At least two years experience with computers, hardware, and network systems
6. At least three years experience with mentoring and supervising employees
7. At least one year experience working with telecommunication methods and tools
8. Current New Mexico driver's license

SKILLS AND KNOWLEDGE

The Operations Manager will be able to

1. Communicate effectively, both orally and in writing;
2. Provide personal advisement and guidance, including conflict resolution;
3. Monitor, evaluate, and record training activities and program effectiveness;
4. Offer specific training programs to help staff maintain or to improve job skills;
5. Develop alternative training methods if expected improvements are not seen;
6. Organize and develop or obtain training procedure manuals, guides, and course documents, such as handouts and visual materials;
7. Present information using a variety of instructional techniques and formats, such as role playing, simulations, team exercises, group discussions, videos, and lectures;
8. Supervise, train, and evaluate the Monitors and administrative staff;
9. Design, plan, organize, and direct orientation and training for employees or customers of the NMVIC; and
10. Be cordial and considerate, exhibit a professional approach, and demonstrate patience and understanding.

DESIRABLE KNOWLEDGE

Knowledge of military issues and procedures is a plus.