

**Job Title:** Operations Manager  
**Location:** Paso Robles  
**Supervisor:** Chief Operations Officer  
**FLSA Status:** Exempt; salaried  
**Hours:** Full-time, Mon. - Fri., 9:30am – 6:00pm  
**Salary:** \$66,560 – \$72,000 / year  
**Date:** July 2024



## Job Overview

Are you passionate about making a real difference in people's lives? Join our team at the ECHO Paso Robles shelter, where every day brings new opportunities to create positive change! Reporting to the Chief Operations Officer, you'll oversee the day-to-day operations of our diverse services and programs, ensuring smooth communication and coordination between all departments. Your role will be crucial in developing and implementing procedures and policies that enhance our impact and efficiency.

In this dynamic position, you'll manage team members and budgets, participate in grants data and reporting, and collaborate with community and government organizations to integrate and enhance services. If you're ready to lead with purpose and drive meaningful outcomes, we invite you to be a part of our mission to transform lives and build a stronger community!

## Essential Duties & Responsibilities

1. Provides leadership and oversight to team members at ECHO, Paso Robles. Guides the shelter team, keeping accessible, low-barrier services and a trauma-informed approach at the forefront of all policies and decisions.
2. Develop and maintain written policies, procedures, and programming for ECHO's services; monitors for compliance, reviews and updates annually.
3. Supervises, hires, and evaluates the shelter team members. Ensures that team members meet their responsibilities for overseeing and serving clients and are in compliance with policies, procedures, budgets, laws, and regulations.
4. Reviews staff time sheets and paid time off requests. Ensure all labor laws and employee handbook policies are being followed.
5. Track outcomes of each program for grants and publicity. Works with ECHO's Chief Operations Officer to provide ECHO with needed data, outcomes, and reports for grants.
6. Ensures timely and accurate data management as required by funding sources, administration and finance. Ensures reporting deadlines are met.
7. Create opportunities for consistent staff support, self-care, and staff appreciation for the team to help maintain a healthy, supportive, and respectful work environment for all.
8. Researches and offers ongoing training opportunities for staff.
9. Works with the team to manage processes associated with clients stays, check-in and check-out procedures, cleanliness and sanitation, client rules and behavior decisions.
10. Coordinate communication between departments to ensure that consistent information is received by all departments, staff, and appropriate volunteers.
11. Researches, recommends, and implements best practices in homeless services management, congregate shelter, efficiency solutions, and safety requirements.
12. Provides supervision at the dinner program to ensure policies & procedures are implemented.
13. Acts as liaison with outside agencies.
14. Builds and develops positive collaborations with other agency and service providers and assists in identification and cultivation of community resources for client services. Attends any necessary community meetings to provide updates and advise on various matters involving homelessness in San Luis Obispo County.
15. Prepare reports and statistical documents.
16. Respond to telephone messages, requests, inquiries and routes accordingly.

17. In this position, you will need to answer calls infrequently after work hours and on rotating weekends.
18. Other duties as assigned.

### **Knowledge, Skills, Talents, & Abilities**

1. Provide respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities, and co-occurring substance use disorders.
2. Provide culturally competent support to a diverse population.
3. Use de-escalation skills & trauma informed care approach when issues arise.
4. Excellent oral and written communication skills and the ability to interact with all departments/levels of the organization and outside third parties in a highly professional manner.
5. Ability to work with diverse populations including those facing challenges in the areas of mental health, domestic violence, child welfare services, aging, trauma informed care, and low barrier shelters.
6. Excellent time-management and organizational skills with the ability to work independently and take initiative.
7. Calm demeanor; Able to work under pressure; Able to respond to a crisis situation, health or safety issue and take appropriate and immediate action.
8. Able to maintain a high-level privacy and confidentiality of employees', guests' and clients' information.
9. Knowledge of universal precautions and what constitutes a medical or situational emergency.
10. Understanding of mandated reporting laws.
11. Must be professional, flexible, friendly, and work as a team player.
12. Assume ownership for accomplishing assignments, requests and tasks.
13. Intermediate knowledge of Office Suite, including WORD, EXCEL, and PowerPoint.

### **Certificates, Licenses, Registrations**

- Must possess a valid California Driver's License.
- Must have a reliable vehicle, clean driving record, and proof of insurance.
- Must be willing to travel throughout San Luis Obispo County.

### **Education and/or Experience**

- College degree, or two/plus years' experience in a similar role.
- Experience and knowledge of homeless services resources.
- 5 years' experience working for a non-profit, or a similar work environment.
- 5 years' experience managing a team of 8 or more people.

### **ECHO's Cultural Norms**

- Greet all people with a smile and kindness.
- Listen without judgement and consider matters from another's perspective.
- Give everyone the chance to change and grow.
- Treat one another with dignity and respect.
- Be open to provide or receive feedback.
- Resolve conflict in a timely and constructive way.
- Willingness to be adaptable.

## **ECHO's Benefits Package**

- Health Insurance
- Vision & Dental Insurance
- 403b Retirement Savings Plan with up to a 3% annual salary match for eligible employees
- 12 paid holidays per year
- 80 hours per year of vacation - accrual rate increases steadily with additional years of service
- 56 hours of paid sick time per year
- 3 Wellness Holidays per summer
- Family friendly work environment

## **Physical Demands**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is usually sedentary, and frequently required to use hands to finger, handle, or feel and talk or hear. The employee is regularly required to stand; walk; reach with hands. The employee must occasionally lift and /or move up to 10 pounds and sometimes lift and/or move up to 40 pounds.

## **Work Environment**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The Admin Offices are located upstairs, with only stairway access. Noise level varies from quiet office environment to very noisy shelter and dining hall. Variable work environment; work is conducted mostly indoors.

*ECHO is an equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, disability, sex, gender identity, marital status, age, or any other protected status covered by federal or state law.*