

## **Director of Operations**

### **Job Description**



**Hours:** Full-time, exempt

**Reports to:** Executive Director

**Salary:** \$40,000-\$45,000 depending on experience,  
plus competitive benefits package

### **SUMMARY:**

The GrowHaus is a food equity nonprofit in Denver's Elyria-Swansea neighborhood with the mission of ensuring the neighborhoods of Globeville and Elyria-Swansea have lasting access to healthy food. The GrowHaus serves as a resident driven hub for food access, food education, food production and economic opportunity. The GrowHaus has an operating budget of over \$1 million dollars and 30 dedicated staff members. The GrowHaus operates out of a 100 year old greenhouse, which over the last 8 years The GrowHaus has turned into a vibrant, high-functioning community center, production farm, and market.

The Director of Operations is responsible for seamlessly running the internal operations of the organization. They manage The GrowHaus building facilities, support and supervise staff, and work closely with the Executive Director to ensure that The GrowHaus is a safe, productive, and inspiring place to work. The Director of Operations is a problem solver. They are the person GrowHaus staff will go to for help when they or their supervisor are not able to solve the issue on their own. The Director of Operations responds to and supports the daily needs of our building, our staff, and our programs so that everyone at The GrowHaus can effectively do their jobs. A successful Director of Operations will be someone who is detail-oriented, observant, good at communicating with a diverse group of people in English and Spanish, and able to delegate tasks or ask for help when needed.

### **DUTIES AND RESPONSIBILITIES:**

#### **Facility Operations**

- General Facilities management
  - Oversee all construction and building improvements - point person for contractors, permitting, etc
  - Work with facilities manager to oversee all maintenance projects
  - Security and safety - fire department point person, emergency procedures, etc
  - Facilities-related grant implementation & reporting
  - After hours issues -alarm security system, emergencies
- City/Compliance Oversight
  - Business License applications
  - Building Review process

- Permitting, zoning, etc.
- Food Safety
  - Chair the Food Safety Committee
  - Implement and monitor to ensure we're following standards, self-audits, building improvements, manage all documents/logs etc.
  - Point person for health department, ensure constant compliance

### **Staff and Personnel Operations**

- Staff Management
  - Supervise Farm staff (Hydroponic, Aquaponic, and Mushroom Farms) with weekly check-ins, formal reviews every 6-months, and as-needed support for programming
  - Hiring and oversight of Operations Interns
- Program Oversight
  - Lead Food Production Department in goal setting, visioning, and planning
  - Coach/mentor select managers in supporting the successful assignment of work tasks, attainment of program goals, problem solving, ensuring strategic alignment, personnel issues and overseeing budget/finances
  - Facilitate communication and collaboration across different departments, find synergies where appropriate
- Human Resources
  - Participate in: Interviewing, Hiring, Onboarding processes, Training, Offboarding procedures
  - Performance management across organization- ensure performance evaluations/reviews, proper documentation, coach supervisors
  - Create and update HR policy manuals, letters of hire, organizational chart, and Employee Handbook
  - Point person for ESG (Employer Solutions Group), contracted off-site HR company
  - Staff and intern appreciation (gatherings, birthdays, celebration of accomplishments)

### **Executive Operations**

- Executive Duties
  - Ensure successful internal communication organization-wide
  - Plan staff meetings (and facilitation when Executive Director is absent)
  - Collaborate on Executive Director Report for the board (monthly)
  - Assist in planning annual organization budget, ensure adherence across departments
  - Assist in development/fundraising efforts as needed
  - Strategic plan visioning, implementation, and oversight in other departments
- Committee participation cross-departmentally:
  - Internal Event Planning (weekly, seasonal)
  - Director meetings (weekly)
  - Food Safety Committee (monthly)
  - Hiring Committee (as needed)

### **Miscellaneous Operations**

- Internal GrowHaus Events
  - Serve on event committees and support staff in GrowHaus event planning
  - Oversee facilities in regards to events and be the day-of point person for GrowHaus annual events
- Event Space rental
  - Oversee renting The GrowHaus space for outside events
- Other duties as assigned

### **REQUIRED JOB SKILLS, EXPERIENCES, QUALIFICATIONS:**

- **Conversational Spanish is REQUIRED**
- Excellent problem solving skills
- Experience with staff management and supervisory roles
- Ability to work successfully in a fast-paced, often distracting environment
- Excellent written and oral communication skills
- Ability to delegate effectively
- Ability to prioritize and manage a long and ever-changing to do list
- Willingness to learn new skills, accept and give feedback, and work on things outside your comfort zone
- Willingness to work flexible hours to support the work of the organization
- Passion for community development and increasing urban food access
- Background check and references required

### **PREFERRED JOB SKILLS, EXPERIENCES, QUALIFICATIONS:**

- Fluent in both Spanish and English preferred
- 2 years experience overseeing teams, nonprofit program oversight, farming oversight, nonprofit management, managing permitting/ licensing and city compliance, contractors and construction timelines, food safety compliance, project management, or similar experience
- Advanced degree in related fields
- 2 years experience with food production in farming, gardening, or greenhouse systems
- Strong track record of recruiting and hiring for a diverse team

### **Our ideal candidate will absolutely be:**

- Highly proactive- self-driven, able to work without guidance, highly responsible, able and driven to teach yourself what you don't know
- Able to work with diverse group with sensitivity and awareness
- Calm under pressure, able to handle multiple high-priority projects at a time, Level-headed in all situations
- Great at following through on commitments
- A great communicator, and great at teamwork
- Able to delegate and manage (by inspiring & giving clear direction)
- A great leader- prioritizes empowering others rather than self

- Highly organized systems thinker AND flexible (able to roll with the punches)
- Willing and ready to take on responsibility
- Fiercely dedicated to The GrowHaus mission, community and neighborhood

**And we'd love if they also are:**

- Innovative!
- Intelligent- learns quickly, easily adapts and absorbs new information
- Attentive to detail
- Efficient
- Persistent
- Empathetic, compassionate, warm, understanding
- Approachable, very personable
- Amazing work ethic, dedicated to high-quality work

**HOW TO APPLY:**

**Application Deadline: February 18, 2018**

Interested parties must submit a resume and letter of intent addressing the questions below to [Careers@thegrowhaus.org](mailto:Careers@thegrowhaus.org), with subject line: Director of Operations Application

- Why you? Why this position? Why The GrowHaus? & your level of Spanish