



*"In here there are no strangers..."*

# Sisters Of The Road

*...just friends we've never met."*

**Position:** Associate Director of Operations

**Classification:** Exempt, Full-time **Salary:** \$47,000

**Supervisor:** Executive Director

**Equipment Used:** Standard office equipment and commercial restaurant equipment.

**Physical Tasks:** Ability to climb a staircase and stand for up to 3 hours at a time; ability to walk short distances continually for up to 3 hours.

**Desired Skills:**

1. Back up to the Executive Director, with the other Associate Director, in the Executive Director's absence.
2. A deep understanding of and commitment to the philosophies of non-violence and gentle personalism, and to a community organizing model; plus ongoing study and practice in these philosophies and model, and ultimately the ability to mentor others in all three.
3. The ability to be self-reflective and to share power with others.
4. Skills and experience needed to supervise diverse staff and programs.
5. An understanding and valuing of group decision-making and an inclusive work environment.
6. Excellent problem solving skills and the ability to make quick decisions.
7. Administrative and managerial skills related to planning, organizing, coordinating, delegating, reporting and evaluation.
8. Knowledge of and experience with financial management and budgeting.
9. Excellent interpersonal skills, including listening, summarizing, giving appreciation, providing clear instruction and boundaries, and use of humor.
10. Restaurant or retail experience, including scheduling and facilities maintenance.
11. Strong personal organization skills.
12. Ability to effectively communicate both verbally and in writing and follow written and verbal directions.
13. Excellent supervision skills and ability to support and mentor supervisors in the organization.
14. Ability to anticipate, identify, and analyze problems, and to make timely decisions based on relevant data.
15. Ability to build relationships with a diverse community.
16. Experience with program evaluation and development, including goal setting and follow through.
17. 3 years progressively more responsible non-profit management experience.

**Position Description:** This position is responsible for ensuring that Sisters' programs are conducted in a manner consistent with our philosophies, community organizing model, mission statement, driving values as well as federal/state/local laws and regulations. This position provides advice to the Executive Director

and the Administration Team on these matters, recommending revisions when necessary. This position helps ensure the organization and programs receive needed community input in goals and activities.

The Associate Director of Operations oversees the Volunteer, Café/Barter and Workforce Development Programs and supports these programs and staff in having the tools & resources they need to operate. This position is co-back-up for the Executive Director in their absence. Helps ensure that all employees at Sisters are committed to practicing the philosophies of nonviolence & gentle personalism and learning and practicing being a good ally against oppressions.

### **Responsibilities:**

1. Supervise (recruit, hire, orient, train, assess, coach and support) the Café Operations Manager and Volunteer Coordinator.
2. Build relationships with customers and staff, volunteers, service partners and neighbors.
3. Through regular training, communication, mentoring and goal-setting ensure that the programs at Sisters are operating from philosophies of non-violence and gentle personalism, and practicing a community organizing model with a focus on ending oppressions of all kinds.
4. Organize, train facilitators and facilitate conflict resolutions and interrupt violent behavior in and around Sisters.
5. Provide mentorship, leadership and support to all staff across the organization.
6. Provide key input to all programs through participation on the Administration and Directors' Teams.
7. Ensure that all staff have the training, skills, and materials needed to serve the community and keep the organization safe and welcoming.
8. Liaison to the Leadership Development Committee of the Board, ensuring that Sisters meets its goals for Board development.
9. Support Sisters' Board in supporting Sisters' mission and programs.
10. Quarterly facilitator's trainings and facilitator mentoring and support.
11. Attend monthly Communications Team meetings and develop written materials on program activities, changes and successes for the Development and Communications Teams. Be responsive in a timely manner to development requests for information.
12. Participate in work in the neighborhood and city or region per Sisters' initiatives and activities at the time.
13. Ensure that all Sisters' staff have a thorough understanding of café standards and that standards are collaboratively updated as needed.
14. Public Speaking and internal and external nonviolence trainings
15. Co-planning of yearly all staff and board Spring retreat. Provide visioning, leadership and planning support to the whole organization.
16. Learn, practice and mentor Sisters' supervision policies and practices.
17. Plan and lead quarterly supervisors retreat and update and disseminate supervisors' standards and materials to all supervisors.
18. Support development through providing updated program information, keeping grant templates and reports up-to-date and some major donor relationships.
19. Anti-Oppressions Steering Committee member.
20. Other duties as assigned by supervisor.