



## **Director of Operational Support**

The EAA is committed to being a system of high-performing schools and not a school system. We believe that ALL of our students can and will achieve. We are always looking at ways to improve while enhancing the great work that our teachers, leaders and support staff do on a daily basis. Join our team!

Currently, the EAA contains fifteen schools of which twelve are direct-run and three are operated by a charter.

**JOB TITLE:** Director of Operational Support

**REPORTS TO:** Chief Operating Officer

**Summary of Position:**

The Director of Operational Support shall oversee, manage and facilitate third party operational support contracts in an effort to ensure the safe, secure and efficient functionality of all EAA schools to create an environment conducive and supportive of learning for all students. He/she will implement priorities of the COO and be their liaison.

**Minimum Qualifications:**

- Either: (a) Bachelor's Degree from an accredited educational institution in Administration, Business, Operations, Facilities Management, or related field with minimum of minimum of five (5) years of experience in school administration; or (b) (5) five years' experience in building mechanical system operation and maintenance, and building repair, contract management within facilities operation or construction, and managing construction and/or operating budgets.
- Strong writing, communication, and presentation skills, with an ability to motivate and inspire a diverse set of stakeholders toward a common goal.
- Exceptional interpersonal skills, with demonstrated success navigating complex environments while building and maintaining relationships, particularly in a time of growth and change.

**Responsibilities and Essential Functions:**

The Director of Operational Support's responsibilities will include, but not be limited to the following:

- Provide guidance and resources to principals, school administrators, and school-based personnel to increase the operational/administrative capacity and autonomy of each school.



This includes frequent school visits to trouble-shoot and provide one-on-one support as necessary.

- Manage the planning, implementing and evaluating third party operational support contractors to ensure that each school maintain, without fault, a clean, safe and conducive learning environment for all students.
- Train building administrators and implement a standardized maintenance and facility-scheduling program.
- Implement procedures to ensure timely response to operational support service needs.
- Oversee contracts for operational support services that are provided by outside vendors.
- Assist with building emergency response and be available via cell and email at all hours.
- Coordinate activities of the department with schools and other departments.
- Coordinate with school principals in identifying and scheduling maintenance and custodial activities to minimize impacts on student learning.
- Respond to inquiries or concerns in a timely manner.
- Provide information to the Chief Operating Office on the status of operational support services and prepare appropriate recommendations.
- Track spending of all operational support contracts by school and function.
- Respond to inquiries or concerns in a timely manner.
- Assist in the development and improvement of specifications and contract requirements
- Represent, consistently, the District in a positive and professional manner.
- Prepare or oversee the preparation of reports and maintain appropriate records.
- Perform other incidental tasks consistent with the goals and objectives of this position.
- Set high standards and expectations for self and others.
- Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- Perform other duties as assigned by the Chancellor and/or the Chief Operating Officer

Filing Deadline: Posted until filled

Salary: Commensurate with experience

Length of work year: Twelve (12) Months

Method of Application: All interested candidates should submit a current resume via e-mail to:

[eaajobs@eaafmichigan.org](mailto:eaajobs@eaafmichigan.org)

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