



OPERATIONS SUPERVISOR JOB DESCRIPTION

Job Title	<i>Operations Supervisor</i>	Department	<i>Administration</i>
Job Type	<i>Exempt</i>	Reports To	<i>Chief Operating Officer (COO)</i>

About Connections for Children

Connections for Children (CFC) is a non-profit Child Care Resource and Referral agency serving child care providers, educators, and parents in the West Los Angeles and South Bay communities. For nearly 50 years, CFC has been a key community resource, empowering families and child care providers to ensure every child has access to quality early care and education. Through child care referrals, financial assistance, family engagement, and workforce development programs, CFC strengthens the link between families, providers, and the broader community, promoting the well-being and optimal development of young children. Committed to equity and excellence, CFC is a steadfast advocate for the nurturing and educational needs of all children, continually evolving to meet the changing demands of the community.

Connections for Children is focused on expanding programs to serve more people throughout our service area, while investing in staff and organizational capacity to ensure mission success. By establishing a more diverse revenue base, CFC is sustaining and growing its impact, prioritizing equity, and inclusivity in all efforts. This prioritization affirms CFC's commitment to diversity, equity, inclusion, and belonging, particularly in serving underserved populations, and positions the organization to embrace innovation and cultivate strong partnerships for the betterment of countless children and families.

About the Position

Reporting to the Chief Operating Officer, the Operations Supervisor plays a key role in ensuring the smooth and efficient day-to-day operations of Connections for Children. This position requires regular independent decision-making on key aspects of internal operations, including oversight of technology systems, office and facilities management, vendor relations, and organizational workflows.

The Operations Supervisor directly supervises three staff members (the Reception team (2) and IT Coordinator) and oversees relevant vendors and consultants. They also work closely with the COO and Chief Executive Officer (CEO) to ensure operational systems align with organizational needs and strategic goals.

Essential Functions and Responsibilities:

Administration

- Provide daily onsite leadership and operational support at the main office and for remote staff.
- Supervise the front desk/reception team and oversee all related functions, ensuring professional and welcoming engagement with all visitors and callers.
- Manage vendor contracts, service agreements, and administrative compliance documentation.
- Ensure compliance with insurance and facilities-related requirements tied to building use, leases, grants, and contracts.
- Create and maintain safety and emergency procedures, including regular updates and training for staff.



- Oversee ordering, inventory, and distribution of office supplies and general materials to support daily operations and staff needs.
- Support organizational efforts to deliver excellent customer service internally and externally.

Technology Oversight

- Supervise the IT Coordinator and provide leadership for the agency's technology systems to ensure they are aligned with organizational needs and priorities.
- Oversee the daily performance, maintenance, and security of CFC's technology infrastructure in partnership with the IT Coordinator and external consultants.
- Lead or support the implementation of technology-related policies, procedures, and data security practices.
- Monitor and ensure proper management of hardware, software, and platforms (e.g., Office 365, Teams, Paylocity, Broadvoice, Verizon Wireless, MFA, and access control systems).
- Track agency-issued equipment and technology inventory (e.g., laptops, phones, hotspots, printers) to ensure accurate records and lifecycle planning.
- Collaborate with the COO and senior leadership to identify and implement tech solutions that enhance efficiency, data integrity, and scalability.
- Oversee vendor relationships, service contracts, and consultant engagement (e.g., Managed Services Provider, etc.) to support system upgrades, troubleshooting, and agency-wide tech initiatives.
- Coordinate technology-related setup and support for agency events and Board meetings.
- Support compliance with technology-related programmatic and funding requirements.

HR Systems Support (*in coordination with HR staff and consultants*)

- Provide back-end support for the agency's HRIS (Paylocity) by helping maintain system workflows, access permissions, and department structures.
- Support the rollout and system setup of HRIS modules (e.g., performance evaluations, onboarding tasks), in coordination with the COO and HR consultant.
- Serve as a secondary internal contact for basic HRIS troubleshooting and technical issues, escalating to HR staff or the vendor as needed.
- Maintain internal documentation and user guides related to HRIS functionality.
- Assist with HRIS reporting and data validation to support HR and operational needs.

Facilities Management

- Direct and manage all aspects of facilities operations, including repairs, maintenance, utilities, and space planning.
- Serve as the primary liaison with the property manager and external facility vendors.
- Oversee maintenance, repairs, and insurance compliance for agency vehicles.
- Maintain an organized, safe, and accessible workspace that supports staff well-being and productivity.

Other Responsibilities

- Participate in agency-wide events and provide support for operational needs related to event planning and execution (e.g., Holiday Angels, Betsy Awards).
- Serve on internal committees or working groups as needed.



- Perform other duties and special projects as assigned by the COO or CEO.

Qualifications

- Bachelor's degree in a relevant field (e.g., business administration, operations, or related discipline).
- Minimum of 5 years of experience in operations, administrative support, or a related function in a nonprofit or similarly complex organization.
- Experience leading projects or processes with cross-functional teams. Previous experience providing direction or informal supervision to team members is preferred.
- Demonstrated experience in budget development, monitoring, and implementation.
- Experience supporting the implementation of operational systems, policies, and procedures in alignment with legal and regulatory requirements.
- Experience leveraging technology and systems to improve operational efficiency, security, and sustainability.
- Strong project management skills with a focus on execution, problem-solving, and process improvement.
- Effective team member with experience supporting, motivating, and helping to coordinate diverse teams.
- Excellent oral and written communication skills.
- Strong attention to detail, organizational skills, and the ability to manage multiple priorities.
- Proficiency in Microsoft Office 365 (Word, Excel, Outlook, Teams, SharePoint); comfort using Zoom or similar platforms.
- Ability to exercise discretion, maintain confidentiality, and use sound judgment.
- Flexible, collaborative, and culturally responsive; able to work effectively across departments and with a wide range of stakeholders.
- Reliable transportation to attend off-site meetings and events, as needed.
- Availability to work occasional evenings and weekends.

Working Conditions

- Typical of an office environment.
- Must have reliable transportation for local travel.
- Must comply with agency health and safety protocols, including vaccination policy.

Compensation and Benefits

This is an in-person position located in Los Angeles, CA. The salary range for the position is \$68,640 - \$74,000. Salary is based on a minimum 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), and holidays.



Organizational Statements

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties, or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.

Equal Opportunity Employment Statement

Connections for Children is committed to the principle of equal employment opportunity for all employees and providing employees with a work environment free of discrimination and harassment. All employment decisions at Connections for Children are based on organizational needs, job requirements and individual qualifications, without regard to age, race, color, religion or belief, sex, sexual orientation, gender identity, national origin, veteran, disability status, family or parental status, or any other status protected by federal and CA state laws.