



Director of Hub Operations

The Volunteer Center of Washington County is hiring!

We're a mission-driven organization **empowering people for social good** in Washington County. The future is bright at 303 Water Street and we're looking for someone extraordinary to help us move our expansion to the next level. As Director of Hub Operations, you will have the opportunity to develop and lead a growing team. You will oversee all Hub operations including that of our nonprofit Social Good Brews coffee shop and facilities management, while helping us to grow our event planning and execution services with our soon-to-be completed commercial kitchen and renovated event space. If you're ambitious and equally passionate about making an impact and helping local nonprofits and our community this may be the job for you.

Here's what the job entails...

- Develop and support the implementation of strategic plans to drive sales and increase profitability
- Drive innovative ideas and influence leadership on decisions that positively impact the business
- Assist in the expansion needs and service offering as part of our strategic growth plan (includes oversight of facilities, staffing, oversight)
- Support and execute initiatives that ensure acquisition and retention of our staff and volunteers remain top priority
- Create, evaluate and ensure flawless execution of policies and procedures
- Plan and analyze financial results and provide recommendations to improve business performance
- Streamline communication and ensure cross-team members are able to manage to expectations, including messaging for our customers
- Manage and troubleshoot all facilities maintenance needs, establishing/overseeing all maintenance and repair partners as needed
- Oversee daily operations for Social Good Brews coffee shop including overseeing manager and team responsible for purchasing, staffing, and maintaining vendor relationships

Here's what you need in order to be successful at this position:

- Excellent communication skills and the ability to have positive interaction with various stakeholders, including management, customers, and volunteers
- Bachelor's degree in food service management
- 3+ years progressive hospitality experience
- Operations management experience with purchasing knowledge required
- Knowledge of financial, budgetary, accounting and computational practices
- Comfortable learning required software/system tools (such as Square, Google platform and/or Microsoft Office Suite)
- Safe Serve Food Handler Certification & WI Responsible Beverage Handler is a a major plus