

Operations Manager

CHAMPIONS ACADEMY / POSITION DESCRIPTION

Program	Champions Academy Afterschool and Summer
Employer	Excel Community Association of Alamance Inc
Reports to	Program Director
Employment	Part time and grant funded; hours assigned by season
Compensation	Per approved offer and budget; not established by this draft
Budget role	5350.110.113

Position overview

Manages daily site readiness, logistics, vendors, contractors, volunteers, drivers, safety, parent operational communication, and discipline escalation. This is the role called Site Manager on the website and Operations Manager in the revised Budget 208; it supports one program site.

This description consolidates the responsibilities found in the reviewed program records and assigns their practical implementation. It covers both seasons, including preparation and closeout. It is a review draft; ECAA approval and current grant requirements govern adoption.

Key responsibilities

Daily operations facilities and resources

- Keep afterschool and summer activities on the approved schedule; coordinate spaces, providers, staffing coverage, transitions, meals, recreation, arrival/dismissal, and closing. Monitor engagement and relay instructional concerns to the Lead Teacher.
- Maintain the operational calendar of activities, contractors, family events, trips, and closures; coordinate changes with the Program Director and communicate approved arrangements.
- Inspect and prepare classrooms, common areas, meal/recreation spaces, technology, supplies, vehicles, and entry/dismissal areas. Resolve or escalate maintenance, equipment, pest-control, security, and shared-space problems; coordinate vendors and repairs.
- Maintain operational inventories and supply needs with designated recordkeepers. Secure and charge technology, safeguard grant property, log location/condition changes, and report loss/theft/damage.
- Oversee opening and closing, cleanup, storage, authorized access, and safe exits. Coordinate host-facility use and maintain inspection/accessibility/occupancy evidence as assigned.

Providers transportation meals and trips

- Coordinate enrichment contractors, vendors, volunteers, interns, and drivers, including schedules, readiness, assignments, service verification, and operational documentation. Collect provider plans/materials and pass instructional content to the Lead Teacher for review.
- Oversee intern recruitment, orientation, training, staff pairing, and supervision; ensure required background clearance and role boundaries before students are served.
- Coordinate five-school pickup routes and authorized home transportation, current rosters and emergency information, school dismissal authorization, driver coverage, delays, and documented changes. Respect school release procedures; staff do not enter school buildings to retrieve children.
- Ensure students are accounted for before departure/upon arrival and released only through authorized procedures. Address missing students, unexpected pickup changes, unavailable receiving adults, and transportation incidents with immediate leadership escalation.

- Coordinate meal-provider delivery, meal/snack counts, schedules, safe service, allergy information, supplies, and required operating records; relay billing support to administrative/fiscal staff.
- Arrange educational field-trip logistics after required approvals: reservations, vehicles, accessibility, consents, medical information, staff/chaperone assignments, rosters, headcounts, participation records, and receipts. Coordinate learning documentation with the Lead Teacher.

Safety drills and student accountability

- Maintain current posted ECCO emergency plans and room diagrams with the Program Director; conduct site walk-throughs and verify staff know assigned routes, shelter, equipment, communications, and reunification.
- Schedule and coordinate fire, tornado/adverse-weather, and active-shooter/intruder drills with the Lead Teacher. Complete each type during the first 30 afterschool days and first summer week; follow ECAA's monthly fire and quarterly shelter/lockdown schedule.
- Complete Emergency Drill Log and Report and Lockdown Drill Checklist as applicable, with date/time/type, participants, elapsed time, signature, observations, corrective actions, and follow-up. Keep blank forms accessible at the ECCO Champions closet door and protect completed student records.
- Manage check-in/out, secure entry, daily rosters, and source attendance accuracy with the Receptionist and Administrative Assistant. Reconcile classroom, transportation, late-arrival, and early-pickup discrepancies promptly.
- Respond to injuries, illness, missing-child concerns, security threats, severe weather, and other emergencies under posted plans; maintain supervision, call emergency services as needed, notify leadership/families within authority, and document actions.

Discipline family contact and backup administration

- Serve as the final routine on-site behavior escalation before referral to the Program Director. Review incidents, communicate with parents, coordinate supports, document meetings, and recommend next steps.
- Refer significant suspension/dismissal, serious safety incidents, formal complaints, and major personnel matters to the Program Director for final decision; implement authorized decisions and preserve written records.
- Serve as an authorized primary operational parent/staff contact; communicate scheduling, transportation, behavior, events, and routine program concerns. Provide language/literacy access and timely critical notices.
- Coordinate family-event invitations, RSVPs, spaces, materials, sign-ins, provider demonstrations, and a welcoming environment with administrative staff; support orientations and summer family education.
- Maintain operational staffing coverage, supervise volunteers/interns, and provide classroom/small-group backup when assigned and qualified. Instructional supervision, curriculum, and teaching-staff evaluation remain with the Lead Teacher.
- Back up Administrative Assistant and Receptionist functions during absences, breaks, peak periods, and emergencies: phones, visitors, attendance, release verification, notices, routine inquiries, and payroll-support collection. Backup duties do not confer final fiscal approval authority.
- Assist marketing/outreach and continuous improvement; report operational data, needs, and corrective actions to the Program Director and collaborate with the instructional/fiscal teams.

Direct service expectations

- Actively supervise assigned students during instruction, enrichment, meals, recreation, bathroom breaks, transitions, arrival, dismissal, transportation activities, and field trips. Maintain assigned ratios and rosters, perform headcounts, and secure staff coverage before leaving a group.
- Use calm, positive, developmentally appropriate behavior supports. Document incidents factually and report them promptly. Refer recurring, aggressive, bullying, or serious behavior to leadership; do not independently suspend or dismiss a student.
- Follow approved first-aid, illness, allergy, medication, and injury procedures within training and authority. Call emergency services when needed without delay. Complete same-day incident documentation and communicate internally so authorized leadership can notify families.
- Release students only through approved procedures after identity and authorization are verified. Never use a personal vehicle to transport participants. Supervise educational internet use only when required application consent is on file.
- Prepare assigned spaces and materials, model respectful conduct, remain engaged, clean and restore shared areas, and return devices to secure charging/storage. Maintain safe entry and egress in accordance with posted plans.

Shared staff responsibilities

- Follow ECAA policies, the approved grant design, assigned schedules, nondiscrimination requirements, and role-specific directions. Perform other assigned duties that support Champions Academy and are appropriate to the position.
- Complete required onboarding, background-check clearance, handbook and emergency-role acknowledgments, meetings, professional development, and performance reviews. Submit credentials and renewal information; report changes affecting eligibility through the required process.
- Record all actual work, including preparation, training, documentation, and closeout, on weekly timesheets and required Time and Effort records. Identify grant and non-grant activities accurately; submit records for independent approval. Do not charge unrelated work to the program.
- Protect student, family, personnel, and financial information. Use authorized systems and individual credentials; secure paper files, devices, and grant property. Report breaches, loss, theft, damage, and inappropriate technology use promptly.
- Know and practice the posted ECCO evacuation, shelter, lockdown, lockout, medical-emergency, missing-child, and reunification procedures. Participate in assigned drills; maintain accountability and supervision whenever responsible for students.
- Report suspected abuse or neglect directly to the appropriate authorities without waiting for internal approval, then notify leadership as required. Report misconduct, conflicts, fraud, or safety concerns through the established process; uphold whistleblower protections.

Qualifications

- Existing Site Manager website qualifications: bachelor's in education, child development, business administration, or related field preferred; at least two years in program management, education, or a similar role, preferably youth/afterschool.
- Strong organization, multitasking, communication, independent/team work, and office-software proficiency.
- Ability to work on site during assigned afterschool/summer operating periods and assigned evening/weekend activities; respond effectively to logistics and safety needs.

Work schedule and environment

Work is assigned at the Ebenezer and ECCO campus, 734 Apple Street, Burlington, North Carolina, and at approved off-site activities as relevant to the role. Afterschool planning uses 3:00-6:00 PM on full ABSS student days; Summer 2027 planning uses 8:00 AM-5:30 PM. Preparation, meetings, family events, training, and closeout may occur outside student-service hours. Follow the current approved calendar and assigned coverage; a budget allocation is not a promise of hours.

Budget narrative reference: 35 hours/week for 45 academic-year weeks and 7 compensated summer weeks. On-site coverage must span actual operating needs.

Performance and required work products

Performance review covers assigned duties, work products, documentation, safety, confidentiality, attendance, teamwork, and compliance. Retain required plans, logs, approvals, reports, and supporting records. Participate in annual and summer/end-of-assignment evaluations, corrective steps, and follow-up.

ECAA is an equal opportunity employer. Duties will be assigned within the employee's qualifications, training, and applicable accommodations.