



Director of Operations

Full Time, Exempt

Who We're Looking For

We're looking for a Director of Operations who brings strong leadership and organizational skills, but just as importantly, shares our values and thrives in a collaborative, people-centered environment.

Wayne Senior Center is a busy, creative, and welcoming place. We take our work seriously, but don't take ourselves too seriously. We value kindness, flexibility, humor, fresh ideas, and a willingness to pitch in. The right person will build strong systems without unnecessary bureaucracy, empower staff while providing clear direction, and balance big-picture thinking with hands-on problem-solving. They'll embrace change, value relationships, and be excited to help shape Wayne Senior Center's future.

About Wayne Senior Center

Wayne Senior Center is a nationally accredited nonprofit senior community center dedicated to creating opportunities for connection, wellness, lifelong learning, and community. Through innovative programs and services, we support older adults in living engaged, fulfilling lives while challenging outdated perceptions of aging and reimagining what a senior community center can be.

Position Summary

The Director of Operations is a key member of Wayne Senior Center's leadership team, responsible for overseeing the effective delivery, coordination, and continuous improvement of our programs and services.

This position provides leadership across member-facing departments, including programs and member experience, nutrition, digital inclusion, and support services. Responsibilities include staff supervision and development, operational planning, data and outcomes, quality improvement, accreditation, safety, and cross-departmental coordination.

Working closely with the Executive Director and leadership team, the Director of Operations strengthens organizational systems and helps ensure our programs and services continue to evolve with the interests and needs of our community.

Compensation and Benefits: Salary range \$72,000 - \$76,000 DOE, Benefits include PTO, paid holidays, medical insurance and retirement matching contribution.

Schedule: Full time, Monday through Friday, primarily daytime hours, with occasional evenings or weekends

Reports to: Executive Director

Key Responsibilities

Program & Service Operations (30%)

- Provide leadership and operational oversight across participant-facing programs and services. Ensure programs and services are delivered effectively, consistently, safely, and in alignment with the organization's mission, strategic priorities, funding requirements, and quality standards.
- Provide leadership, guidance, and support to program and service staff to ensure effective day-to-day operations, address challenges, and maintain high-quality, member-centered programs and services.
- Facilitate coordination across program areas to create a cohesive member experience and make effective use of organizational resources, space, staff, and schedules.
- Identify operational challenges and opportunities and develop solutions that strengthen service delivery and organizational effectiveness.
- Develop and improve systems, processes, and workflows that support efficient operations and cross-departmental collaboration.
- Coordinate implementation of new services, pilot programs, special initiatives, and operational changes.
- Maintain an organization-wide view of calendars, activities, staffing needs, and operational priorities to anticipate conflicts, gaps, and opportunities for collaboration.

Staff Leadership & Development (25%)

- Supervise and support managers and staff responsible for programs and member experience, nutrition, digital inclusion, and support services.
- Establish clear expectations, goals, and accountability for direct reports and support their success as leaders within their respective areas.
- Provide regular coaching, feedback, performance management, and professional development.
- Conduct performance evaluations and support development of annual goals for direct reports.
- Partner with the Executive Director and Director of Finance & Administration on recruitment, onboarding, retention, and personnel matters within assigned departments.
- Promote communication and collaboration among departments and help staff navigate shared priorities and responsibilities.
- Identify opportunities to strengthen staff capacity, leadership development, and succession planning.
- Foster a culture that values collaboration, innovation, accountability, learning, and continuous improvement.

Data, Outcomes & Quality Improvement (20%)

- Lead organization-wide efforts to measure program and service effectiveness, participation, engagement, and community impact.
- Establish and monitor key performance indicators and operational metrics in collaboration with department staff and the Executive Director.
- Ensure consistent systems for collecting, maintaining, and analyzing program and service data.
- Review participation trends, member feedback, service outcomes, and other data to identify opportunities for improvement and inform decision-making.
- Coordinate organizational evaluation efforts, member surveys, and other feedback mechanisms in collaboration with appropriate staff.
- Lead ongoing compliance with applicable program and service quality standards.
- Develop and implement continuous quality improvement processes across participant-facing operations.

- Collaborate with the Director of Philanthropy & Community Engagement to provide accurate program outcomes and impact information for grants, fundraising, communications, and reporting.

Strategic Initiatives & Innovation (15%)

- Work with the Executive Director and leadership team to translate the organization's strategic plan into operational priorities, work plans, and measurable outcomes.
- Lead or coordinate cross-departmental initiatives and special projects that advance organizational priorities.
- Identify opportunities for innovation, service improvement, new models of delivery, and strategic growth.
- Assess emerging community needs, participation trends, and opportunities that may inform future programs and services.
- Support the development, testing, evaluation, and scaling of new initiatives and pilot programs.
- Evaluate operational capacity and resource needs associated with potential growth or expansion.
- Develop and monitor program and service-area budgets in collaboration with department staff, the Executive Director, and Director of Finance & Administration.
- Monitor departmental spending and resource needs within approved budgets.

Participant Experience, Safety & Service Integration (10%)

- Promote a welcoming, inclusive, accessible, and relationship-centered experience across all programs and services.
- Work with the Manager of Programs & Member Experience and other staff to identify opportunities to strengthen member engagement, belonging, participation, and retention.
- Ensure participant concerns, incidents, and service issues are addressed consistently and appropriately.
- Lead operational implementation of emergency procedures, incident response, and participant safety practices in coordination with the Director of Finance & Administration.
- Support development and maintenance of program-related procedures, protocols, and documentation.
- Strengthen connections among programs, support services, and community resources so members can more easily access opportunities that meet their interests and needs.
- Help cultivate a culture in which members feel welcomed, known, connected, and encouraged to participate in the life of the Center.

Leadership & Organizational Support

- Serve as a member of the leadership team and contribute to organizational strategy, planning, decision-making, and priority setting.
- Collaborate closely with the Executive Director, Director of Finance & Administration, and Director of Philanthropy & Community Engagement to ensure strong coordination across organizational functions.
- Identify opportunities for organizational improvement, innovation, and strategic growth and help translate ideas into effective implementation.
- Support development and documentation of organizational procedures, workflows, and operational practices.

- Prepare reports, presentations, operational analyses, and updates for the Executive Director, Board of Directors, funders, and other stakeholders as appropriate.
- Support Board and committee work related to programs, operations, strategic planning, and organizational performance as requested.
- Represent Wayne Senior Center with community partners, professional networks, government agencies, and other stakeholders as appropriate.
- Participate in staff meetings, professional development opportunities, and organizational events.
- Help cultivate a welcoming, inclusive, and relationship-centered organizational culture that reflects Wayne Senior Center's values and creates meaningful experiences for members, volunteers, staff, and community partners.
- Perform other duties as assigned.

Qualifications

- Bachelor's degree in nonprofit management, public administration, human services, gerontology, social services, healthcare administration, recreation, or a related field required; advanced degree preferred.
- Minimum of three years of progressively responsible leadership experience in nonprofit management, community services, aging services, human services, healthcare, recreation, or a related field.
- Demonstrated experience supervising and developing staff, including employees responsible for distinct programs or service areas.
- Experience managing multiple programs, services, projects, or operational functions simultaneously.
- Strong organizational leadership, project management, problem-solving, and decision-making skills.
- Experience using data, outcomes, participant feedback, and performance measures to guide decision-making and continuous improvement.
- Ability to develop effective systems, processes, and workflows and lead organizational change.
- Strong interpersonal and communication skills with the ability to build collaborative relationships across departments and with community partners and stakeholders.
- Ability to balance strategic thinking with practical implementation and day-to-day problem solving.
- Experience with nonprofit, community-based, aging, health, wellness, or human service organizations preferred.
- Flexibility to occasionally work evenings and weekends for programs, events, or organizational needs.
- Commitment to the mission of Wayne Senior Center and a belief in the value of community, connection, wellness, and healthy aging.

Interested applicants should email info@wayneseniorcenter.org or apply via this [link](#).