



Job Description

YEP Works Operations Manager

Organizational Summary

The Youth Empowerment Project (YEP) is a community-based, 501(c)3 non-profit organization that provides an array of services to underserved youth in the Greater New Orleans region. YEP provides the highest quality services to all of our youth and their families.

YEP Works houses YEP's employment readiness programs and transition services to help youth ages 16-24 connect to jobs and additional training opportunities. YEP Works' three active social enterprise businesses – Bike Works, Design Works, and Thrift Works – provide on the job training to youth, generate earned revenue to support programming, and offer opportunities for the community to engage directly with our young people.

YEP's Mission

The Youth Empowerment Project engages underserved young people through community-based education, mentoring and employment readiness programs to help them develop skills and strengthen ties to family and community.

YEP's Vision

YEP envisions a community where all people have access to the opportunities, skills, resources and relationships they need to actualize their potential.

The YEP Works Operations Manager must share YEP's **Core Values** of:

RESPECT YEP believes all people have value and should be treated with dignity.

INTEGRITY YEP is honest and sincere.

PROGRESS YEP believes in ongoing learning and innovation.

KINDNESS YEP is caring and generous.

ACCOUNTABILITY YEP is responsible to its participants, families, community, donors and other stakeholders.

Position Overview

The YEP Works Operations Manager is responsible for overseeing the daily business operations of our Bike Works, Thrift Works, and Design Works businesses. The Operations Manager works directly with the manager of each business to develop and implement operational best practices, with a particular focus on training and development. Additionally, the Operations Manager works with other YEP Works staff to ensure that youth are receiving all the services they need to be successful. The YEP Works Operations Manager reports to the YEP Works Director.

Key responsibilities include:

Training and Development

- Supervise, support, mentor, coach, encourage and train an effective YEP Works operations team
- Routinely evaluate and provide constructive feedback on individual team member performance
- Work with program team to ensure that each YEP Works business provides an environment that prioritizes and supports youth development programming

Operational Effectiveness

- Create weekly labor schedule, ensuring that staffing levels are maintained for each business to function properly
- Manage accounts payable and accounts receivable
- Monitor and ensure adherence to all policies and procedures (opening, closing, cash handling, etc.)
- Ensure that retail outlets are clean, organized, and well-maintained at all times
- Deliver high levels of service to all customers at all times
- Identify opportunities for YEP Works businesses to share resources to achieve maximum efficiency
- Ensure that each YEP Works business remains current and compliant with all related licenses, permits, and other requirements to operate

Tracking and Reporting

- Ensure that retail businesses maintain updated inventory
- Work with development team to implement and maintain a donations and procurement strategy and management/tracking system
- Monitor each business' financial performance and work to ensure that revenue and expense goals are met/exceeded
- Maximize use of Point of Sale system at each retail location as a tool to track performance and improve customer-related data collection
- Establish and regularly report key performance indicators to leadership

Achieving Scale

- Establish and routinely review reasonable revenue and expense targets for each business
- Leverage volunteers wherever possible to increase capacity and strengthen ties to community
- Work with leadership and other stakeholders to maximize each YEP Works business' market share and develop a concrete growth strategy utilizing marketing efforts, volunteers, and cultivation of new partnerships

Training

The Operations Manager will receive ongoing, on the job training in areas that include effective communication with youth, positive mentoring, and understanding applicable professional, ethical, and legal rules.

Qualifications

- Strong commitment to YEP's mission to support, mentor, and encourage underserved youth
- College Degree preferred; High School Diploma or its equivalent (GED/HiSET) required
- 3-5 years in retail management or related position
- Proficiency with point of sale software
- Proficiency with Microsoft Office, including Excel
- Ability to create and manage a budget
- Positive-minded people person and team builder
- Excellent organizational, communication, and time management skills
- Creativity and flexibility in solving problems and addressing challenges
- Ability to work "hands-on" and deliver technical skills instruction to groups of participants
- Ability to delegate tasks as well as to jump in and perform any duty personally when necessary
- Flexible and open to adjustments in roles and responsibilities as YEP Works develops and expands

Compensation: Commensurate with experience. The position is full time, with occasional evening/weekend hours required.

Benefits: Medical and Dental Insurance, Life Insurance, Mileage, Paid Time Off, 403(b) available

Status: Full time/Exempt

Direct Supervisor: YEP Works Director

Physical requirement: Must be able to lift up to 50 pounds, sit for prolonged periods of time at a desk or work station, and stand for long periods of time

As an equal opportunity employer, the Youth Empowerment Project (YEP) believes every employee has the right to work in an environment free from unlawful discrimination. YEP prohibits discrimination against any employee or job applicant on the basis of race, color, religious affiliation, gender, age, national origin, disability, marital status, sexual orientation, or military/veteran status in any of its activities or operations.

To be considered for this position please email an updated resume and cover letter to jobs@youthempowermentproject.org. NO PHONE CALLS, please.