

**STARRY, Inc.**  
Position Description  
**Senior Operations Manager**

**POSITION ASSIGNMENT**

**Position Title:** Senior Operations Manager  
**Company:** STARRY  
**Status:** Full-time; Exempt  
**Department:** Operations  
**Location:** Remote with some travel  
**Reports To:** Executive Director of Operations and Philanthropy

**STARRY Vision:** We envision a Texas where every child has a healthy, forever family.

**STARRY Mission:** We nurture children, strengthen families, and restore hope through counseling, fatherhood and family preservation services.

**STARRY Core Values**

**Service:** World-class service is our passion.  
**Together:** We are stronger together.  
**Access:** Everyone is welcome here.  
**Responsibility:** Shared ownership produces successful outcomes.  
**Relationships:** Healing happens when people feel safe, secure and loved.  
**You:** Our clients, community, stakeholders and staff are our priority.

**POSITION SUMMARY**

The Senior Operations Manager is a highly motivated and results-oriented key position responsible for leading and optimizing all aspects of operational workflows. Key responsibilities include streamlining processes, managing team activities, overseeing projects, and ensuring compliance with regulations. The successful candidate will possess strong analytical, problem-solving, and communication skills, with a proven ability to lead and develop high-performing teams. This position supervises the areas of Human Resources, Payroll and Benefits, Program Billing Support, and Facility Management. Additional responsibilities include budget management, inventory control, and vendor relations while maintaining a strong focus on safety and continuous improvement.

## **KEY RESPONSIBILITIES**

- **Operational Management**
  - **Process Improvement:** Lead efforts to optimize operational workflows, identify inefficiencies, and implement process improvements to drive organizational efficiency.
  - **Team Coordination:** Manage and coordinate the day-to-day activities of the operations team. Ensure smooth communication and collaboration between departments to meet organizational goals.
  - **Project Management:** Oversee the planning, execution, and tracking of operational projects, ensuring timely completion and within budget.
  - **Vendor Management:** Develop and manage relationships with external vendors and service providers to ensure the effective delivery of goods and services.
  
- **Budgeting & Resource Allocation**
  - **Budget Management:** Assist in the preparation and management of the department's operational budget. Ensure resources are allocated efficiently and costs are controlled.
  - **Inventory Management:** Oversee inventory levels, ensuring that operational supplies are stocked adequately while minimizing waste and cost.
  
- **Compliance & Risk Management**
  - **Regulatory Compliance:** Ensure all operations comply with industry regulations, safety standards, and company policies. Implement corrective actions when necessary.
  - **Health & Safety Programs:** Oversee the Human Resources department to maintain workplace safety, ensure the proper implementation of safety protocols, and manage any risk mitigation efforts.
  
- **Staff Supervision & Development**
  - **Team Leadership:** Supervise operations staff, provide regular feedback, performance evaluations, and support for professional development.
  - **Training & Development:** Identify training needs within the operations team and coordinate relevant training programs to improve team performance and knowledge.
  
- **Reporting & Analytics**

- **Operational Reporting:** Develop and present regular reports to [Executive Director of Operations & Philanthropy or relevant superior] on operational efficiency, productivity metrics, and project status updates.
- **Data Analysis:** Analyze operational data to identify trends and areas for improvement. Make recommendations to optimize performance and streamline processes.

**QUALIFICATIONS**

- Bachelor's degree in business administration, Operations Management, or related field (or equivalent experience).
- A minimum of 3 years proven experience in operations management, preferably in a leadership role.
- Strong analytical, problem-solving, and project management skills.
- Exceptional organizational and multitasking abilities.
- Excellent communication and leadership skills.
- Proficiency in operations management software and Microsoft Office Suite.

**PHYSICAL REQUIREMENTS**

- Full-time position with standard office hours.
- Occasional travel may be required for operational site visits, visits related to Human Resources, or vendor meetings.

**WORKS COOPERATIVELY WITH:**

(1) Operations and Staff; (2) Program Support Staff; (3) Management Staff; (4) Executive Liaison/CEO

**ACCOUNTABILITIES**

Reports to: Executive Director of Operations and Philanthropy

*I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Senior Operations Manager and can perform the essential functions required. I have received a copy for my records.*

Received by: \_\_\_\_\_  
Signature

\_\_\_\_\_ Date

\_\_\_\_\_ Print Name