



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Vice President, Operations**

FLSA Status: Exempt

Status: F/T or P/T: FT

Reports to: Executive Vice President/Chief Operating Officer

Department: Administration

Revision Date: 10.2025

Position Description

Under the direction of the Chief Operating Officer, the **Vice President, Operations** is responsible for leading and providing operational oversight of assigned family centers and product line operations. This position provides cause-driven leadership in Association membership, program development, community engagement, leading and developing associates and volunteers, fiscal management, financial development, facility and equipment stewardship, and community relations. Leads a diverse team of associates and volunteers and ensures that the Tampa Y Strategic Plan and Operating Objectives are achieved to include resource discovery/philanthropy, revenue generation, and exceeding margin expectations.

Essential Responsibilities

Membership, Program & Operational Quality/Growth

- Directly supervise all operational aspects of assigned family centers and the Executive Director and/or Operational Executive supervising those centers.
- Implement membership strategies that support the recruitment of new members and the satisfaction and retention of existing members.
- Create a member-focused culture and model relationship-building skills in all interactions.
- Foster a climate of innovation and resolve problems to ensure member satisfaction.
- In collaboration with the VP of Membership / Programs, develop operational plans for the expansion of family, youth, and adult programs and services consistent with overall Y strategy and objectives; monitor progress related to these objectives and exercise appropriate action to ensure their achievement.
- Ensure safety, cleanliness and function of all related facilities and equipment.
- Ensure that all program operations are consistent with association procedures, including emergency, risk management, accident, purchasing, human resources, accounting and other administrative systems.
- Support all product lines and product line leaders as assigned.

Development/ Fundraising

- Represent and promote the Y in the local community by developing positive working and collaborative relationships with other organizations, businesses and governmental entities.
- Achieve annual giving, major gifts, and/or endowment goals (both family center(s) and Association), and ensure success by implementation and delivery of best practices.
- Provide local leadership for all Capital Campaigns for assigned centers and achieves assigned goals.
- Develop and maintain relationships with current and potential funding sources, both private and public.
- Provide leadership for annual support campaign, capital campaigns, and special events; is accountable for achieving annual giving goals.

Board Development

- Support development of Advisory Boards of assigned centers.
- Collaborate with Advisory Board and volunteer committees to educate the community about the work of the YMCA and its mission.
- Engage, recruit and develop key community leaders for the Advisory Board. Maintain contacts with political, business, and civic leaders, as well as community groups and schools to develop a solid volunteer structure.

Fiscal Management

- Develop, manage, and monitor operating budgets of assigned centers to meet or exceed targets; initiate and manage adjustments to the budget to ensure a balanced operation and submit reports on current operations.
- Responsible of Association Operation Margin in addition to assigned family centers/product line margins and revenue targets.

Association Volunteer Management

- In collaboration with the Senior Vice President, Community Development, collaborates in leading robust and integrated Volunteer Strategy for the Association – to include volunteer recruitment, recognition, and administration.
- Expand volunteer programs at the Y and leads efforts to connect the community to Y volunteer opportunities.

Team Leadership

- Recruit, hire, train, develop, retain, and lead Y associates in coordination with Association Human Resources department; review and evaluate associate performance; develop strategies to build an exceptional culture and to motivate the Y's associates and volunteers to achieve their goals.
- Incorporate and model the Y's core values in all activities.
- Assist in all areas, project teams, and duties as assigned by supervisor.
- Attend and actively participate in all conferences, training, certification programs, and events as assigned by supervisor.
- Lead special projects, innovation teams, and assignments as directed by supervisor.
- Maintain cooperative, functional relationships with senior leadership team, peers, and subordinates.
- Must be responsive to emergencies 24 hours a day, and to travel across the region for operational management, including on-site presence in managing major operational problems.
- Perform the duties of direct reports as needed.

Position Qualifications

- Bachelor's Degree required; Master's Degree in business or related field preferred.
- Significant experience (5+ years preferred) leading and achieving margin expectations in multi-site membership based Health & Wellness and membership operations with budget magnitude exceeding \$10MM (YMCA strongly preferred).
- Demonstrated track record leading membership sales, retention, and engagement strategies with positive results.
- Demonstrated track record in leading and developing innovative membership, health and wellness, camp, family, recreation, and youth development.
- Strong skills in fiscal management and financial development (including annual campaign, capital, and/or planned giving).
- Proven business operations background with a demonstrated track record for producing strong and consistent growth and financial results.
- Ability to lead assigned operations, including associate development and supervision, development and active management of budgets, membership and program development, financial development, sales, board and volunteer development.
- Proven track record of using appropriate independent judgment to assess facts and issues, and make non-routine decisions regarding day-to-day operational problems and issues.
- Proven team-building and team-leadership skills.

- Ability to establish and maintain collaborative partnerships with volunteers and community-based organizations.
- Consistently self-driven and goal-oriented with the ability to set effective team and individual goals and take ownership for results.
- Demonstrated ability to multi-task and adapt to changing contexts and priorities.
- Strong analytical and critical-thinking skills with the ability to identify and leverage relevant data to use in planning and decision-making.
- Ability to understand, adapt to and interact with diverse people, teams, perspectives and cultures.
- Must have superior oral and written communication skills and the ability to respond to a wide variety of constituencies, including associates, volunteers, members, program participants, vendors, community leaders, etc.
- Y Organizational Leader or Multi-Team Leader certification preferred.
- Proficient in using email, Internet, and other PC-based applications (e.g. Microsoft Office, customer service/tracking applications) with the ability to learn and adapt to new technology.

Primary Relationships:

- EVP/Chief Operations Officer (Direct Supervisor)
- Senior Leadership Team
- Operating Vice Presidents
- Association's Shared Services associates as assigned
- Assigned Direct Reports

Work Environment & Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including, but not limited to:

- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and authorized work phone/smart device.
- Ability to perform all physical aspects of the position, including but not limited to, walking, standing, bending, reaching, and lifting.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- Ability to lift and move a minimum of 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- Ability to work in a variety of environments, specifically those subject to extreme humidity/dampness, heat and cold.
- The noise level in the work environment is usually moderate.
- This position may require availability to work flexible hours including evenings, weekends, and holidays as needed when not on approved PTO.

Safety and Risk Management

- Adhere to all Federal, State, and local safety regulations, as well as all YMCA policies and procedures related to the safety, health, and welfare of members, participants, guests, and staff.
- Adhere to all training requirements and ensures implementation in addition to ensuring proper reporting of all incidents/accidents according to risk management procedures.
- Ensure team adherence to all YMCA policies and procedures regarding the safety, health and welfare of members, program participants, guests and staff.
- Responsible for the security of all company owned tools, equipment, vehicles, building, inventory and security of the buildings.
- Maintain a strong culture of safety for staff and members
- Apply Tampa YMCA policies and procedures, including those related to leading practices, emergency procedures, medical and disciplinary situations and child abuse prevention.
- Ensure all staff are fully trained and prepared for emergency situations. This includes implementing and following training requirements in addition to ensuring proper reporting of all incidents/accidents according to risk management procedures.
- Maintain proper records, including associate certifications, meetings, and trainings.
- Schedule staff and volunteers in accordance to safety and program needs and ensures all safety and program ratios are followed.

- Contribute to creating and maintaining a safe, positive, and respectful environment for members, guests, and staff.
- Promptly report any suspicious or inappropriate behavior, as well as policy violations, following established association procedures.

Position Requirements:

- Must obtain within 30 days of employment and then maintain current certifications in CPR Pro, AED, First Aid, and Oxygen Administration.
- Maintain all certifications as required by supervisor and/or statutory requirements.
- *Requires valid driver's license and satisfactory driving record.*
 - *Employment will end if at any time the driving standards during employment, per the Tampa YMCA driving policies, are not met.*
- Must reside in the Tampa Metro Area and be available to respond to emergencies.

ACCOUNTABILITY:

Accountable for completion of assigned goals as measured by the number of people served, cause driven measures, operating results, financial margins, grant metrics and supervisor evaluation of assigned duties.

SIGNATURE:

This job description represents the major functions of the position, but is not intended to be all-inclusive. The incumbent is also responsible for taking direction from the supervisor in completing projects or performing duties deemed necessary for the center or association success. I understand and accept the above description and represent my agreement as to the job to be performed.

Associate Member's name

Associate Member's signature

Date: