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Serving Northern New Mexico Since 1978

945 Salazar Road
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Job Title: Operations Director

Reports To: Executive Director

Hours: 40 hours per week (flexible schedule required; includes weekdays, occasional weekends, and overnight coverage as needed)

Salary: \$70,000-85,000/y + Benefits

Classification: Exempt

Minimum Age Requirement: 18 years or older

Background Requirements: Must pass a criminal background check and pre-employment drug screening

About Community Against Violence (CAV)

Community Against Violence (CAV) works to foster and support a community free from all forms of domestic and sexual violence. CAV provides advocacy, counseling, support groups, children's services, community prevention programs, and outreach. CAV also operates an on-site emergency shelter for adults and their children, as well as short- and long-term transitional housing programs.

Position Summary

The Operations Director oversees all aspects of CAV's physical facilities and operational functions. This includes budgeting, maintenance, planning, safety compliance, facility operations, and direct oversight of the CAV Thrift Store. The position ensures that all CAV facilities are safe, secure, functional, and aligned with best practices while supporting organizational growth and the profitability of the Thrift Store. The Director supervises the Maintenance Staff and the Thrift Store Manager and manages relationships with external vendors and contractors.

The Operations Director ensures smooth, mission-driven operations across CAV by providing leadership in facilities management, operational systems, safety, vendor management, and retail oversight. This role is responsible for maintaining a safe environment for staff, clients, customers, and visitors while ensuring business practices are efficient and compliant with local, state, and organizational standards.

Essential Responsibilities

Operational Leadership & Administration

- Provide administrative support to ensure efficient operations across the agency.
- Identify and recommend improvements to operational systems, procedures, and workflows.
- Ensure accurate, timely completion of all required reports and paperwork.
- Coordinate with other managers to ensure programmatic and client/customer needs are met.
- Attend staff meetings, supervisor meetings, and other meetings as assigned by the Executive Director.
- Facilities & Maintenance Management

- Supervise Maintenance Staff and oversee daily work assignments, performance, and professional development.
- Ensure building repairs, maintenance, and upkeep are completed promptly and in accordance with best practices.
- Maintain all CAV property and equipment, ensuring safety, functionality, and compliance with codes.
- Work with local authorities to ensure building codes, inspections (fire, safety, etc.), and permitting requirements are met.
- Oversee scheduling, budgeting, and monitoring of facility-related projects.
- Manage company liability insurance communication and acquisition in coordination with leadership.

Safety & Compliance

- Serve as Safety/Compliance Officer for CAV.
- Implement and enforce safety policies, emergency procedures, and workplace compliance standards.
- Ensure staff meet training requirements related to safety and operational policies.
- Maintain a safe working environment across all CAV properties and programs.
- Vendor and contract management
- Manage relationships with all external vendors, contractors, and partners.
- Negotiate contracts, monitor performance, and ensure deliverables are met.
- Oversee procurement of supplies, equipment, and services related to operations and facilities.

Thrift Store Oversight

- Supervise the Thrift Store Manager, providing mentorship, reflective supervision, and performance support.
- Ensure the Thrift Store follows best practices in retail operations, safety, and business management.
- Support store operations to uphold profitability, customer service, and mission alignment.

Staff Support, Supervision, & Trauma-Informed Practice

- Provide reflective supervision and ongoing mentorship to the Maintenance Staff and Thrift Store Manager.
- Support staff in recognizing and managing the impacts of trauma exposure, compassion fatigue, and vicarious trauma.
- Actively participate in supervision to understand how the work impacts both staff and self.
- Serve on the CAV Leadership Team.
- Training and agency involvement.
- Complete 40 hours of initial training on crisis intervention, domestic violence, sexual assault, and trauma.

- Complete a minimum of 20 hours of continuing education annually.
- Participate in at least three outreach events per year.
- Maintain strict confidentiality as required by CAV and its grantors.
- Be available for cross-training and provide support in other program areas when requested by the Executive Director.

Required Skills & Qualifications

- Experience in project management.
- Experience in budgeting and strong math skills.
- Strong negotiation skills.
- Knowledge of relevant laws, regulations, and codes, with willingness to stay current.
- Strong leadership and interpersonal skills.
- Effective written and verbal communication.
- Excellent problem-solving and organizational abilities.
- Proficiency with technology, communication tools, and scheduling software.

Equal Employment Opportunity Statement

CAV is an Equal Employment Opportunity Employer. All individuals are eligible for employment, promotion, or discharge without regard to sex, sexual orientation, race, religion, disability, age, ancestry, serious medical condition, gender identity, or national origin. CAV strictly prohibits retaliation against any employee or client who files a grievance, makes a complaint, or raises concerns regarding discrimination.