

JOB DESCRIPTION:	Director of Operations New Mexico Center of Excellence for Early Childhood Education (NMCoECEE)		
DEPARTMENT:	College of Education		
REPORT TO:	Executive Director – NMCoECEE/Dean of College of Education		
EEO CLASSIFICATION:	First/Mid-level Officials	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	435120	DATE APPROVED:	08-JUL-2026
		DATE MODIFIED:	NEW

SUMMARY:

Provides overarching leadership, coordination, and accountability for the planning, development, implementation, and management of operational activities for the New Mexico Center of Excellence for Early Childhood Education (NMCoECEE). The Director of Operations leads operational strategy, ensures fiscal stewardship, and partners with university leadership to drive effective and compliant delivery of programs and services.

DUTIES:

1. Lead development and implementation of operational plans and strategies for NMCoECEE and related programs.
2. Direct department/program budgets in coordination with Business Affairs and Accounting; interpret, monitor, and analyze financial operations and transactions; forecast trends; and prepare formal budget documents, expense projections, and reports for program management, University leadership, and state/funding sources.
3. Serve as the primary operational leader, overseeing facilities, equipment, technology resources, and administrative services to support program operations; set and maintain performance standards and processes.
4. Collaborate with various departments and teams to ensure effective communication and coordination of efforts; model professional standards, ethics, and a culture of continuous improvement.
5. Monitor and analyze operational processes to identify areas for improvement and implement solutions; develop and implement policies, procedures, and performance measures.
6. Ensure compliance with school/program policies, procedures, and regulatory requirements; manage risk and maintain compliance across all operational activities.
7. Build and manage relationships with internal and external partners; represent the Center with external stakeholders as needed.
8. Implement and maintain a comprehensive reporting framework; provide timely information and analyses to leadership and stakeholders.
9. Lead, supervise, and develop staff; provide coaching, performance feedback, and professional development opportunities.
10. Provides oversight of operational support for Center programs, events, initiatives, and outreach activities to ensure successful execution and alignment with organizational objectives.
11. Directs response to operational issues, risk mitigation activities, and continuity planning to support effective and uninterrupted operations.
12. Develops, analyzes, and presents operational, fiscal, and performance information to leadership and stakeholders to support strategic decision-making.
13. Provide a broad range of administrative and supervisory functions; supervise assigned staff in accordance with university personnel practices and policies.

14. Performs other duties as assigned.

REQUIREMENTS:

1. **EDUCATION/BACKGROUND:** Bachelor's degree in Business Administration, Education, Operations Management, Public Administration, Organizational Leadership, or a closely related field and five (5) to seven (7) years of related experience. Experience in a management or leadership role with responsibility for personnel, operations, or program administration is preferred. Bilingual (Spanish) preferred.
2. **JOB KNOWLEDGE/SKILLS:** Strong organizational, communication, and interpersonal skills. Ability to multitask, prioritize responsibilities, and work effectively under pressure. Ability to collaborate with diverse stakeholders, including staff, students, parents, and community members. Proficiency in researching, compiling, and presenting reports and related information. Knowledge of University policies and procedures, and federal/state laws and regulations that apply to university processes. Ability to understand and apply operational standards, manage confidential information, and communicate professionally and clearly. Strong leadership, organizational, communication, and interpersonal skills. Knowledge of operational planning, budgeting, resource management, policy development, and performance measurement. Ability to manage multiple priorities, analyze and present information, develop recommendations, and solve complex operational issues. Ability to collaborate effectively with diverse stakeholders and communicate professionally while exercising sound judgment and maintaining confidentiality. Knowledge of university policies and procedures and applicable federal and state laws and regulations. Knowledge of educational administration and school operations is desirable.
3. **WORKING CONDITIONS/PHYSICAL DEMANDS:** Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **OTHER REQUIREMENTS:**
 - a. Valid driver's license (if required by role).
 - b. Ability to complete required training and certifications as applicable.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)