



Title: Director of Quality Management
Department: Administration
Location: On PACS campus
Reports to: Executive Director

JOB SUMMARY

The Director of Quality Management is a pivotal member of the Management Team who supports PACS's mission to follow Christ's example to nourish the mind, body and spirit, while fostering dignity among those we serve. In particular, the Director of Quality Management will apply these principles to provide leadership, policy guidance and strategy implementation for the management team, staff, volunteers and clients under the direction of the Executive Director and in cooperation with the Operations Director.

The Director of Quality Management will oversee daily company activities, ensuring the organization performs effectively and efficiently with management tactics and performance measurements. The goal is to safeguard and augment the efficiency of the organization's operations to facilitate accelerating development and long-term success.

Together with the Executive Director and the Director of Operations, the Director of Quality Management is responsible for overseeing quality management, performance improvement, organizational policies and procedures, and human resources. This includes supervision of staff in the following departments: Thrift Store, Food Pantry, Dental Clinic, Volunteers, and Chaplaincy.

HOURLY RATE & STATUS

- 40-hours per week / \$72k - \$78k Salary range; exempt.
- Medical, dental, vision, 401k & education benefits
- This is a full-time on-site position. Work environment includes working with PACS staff and volunteer workforce in all lines of business.

HOW TO APPLY

To be considered for this position, submit a resume and cover letter describing your qualifications and interest in this position to jobs@pacsonline.org

ROLES & RESPONSIBILITIES

Organizational Strategy Implementation & Quality Management – 50%

- Collaboratively work with the Executive Director and Director of Operations to set targets and goals for the organization and implement long-term company vision
- Develop and execute new growth directives
- Exemplify excellent leadership, people, and organizational abilities
- Utilize excellent written and oral messaging for effective organizational communication
- Develop key performance indicators and other performance metrics to measure operational effectiveness and efficiency
- Conduct regular data analysis, assessments and evaluations of current business practices against industry best standards to identify opportunities and make recommendations for process improvements
- Define, implement and revise operational policies, procedures and guidelines for the organization
- Identifying new business opportunities and developing plans to explore them
- Work with the Executive Director, Director of Operations and Lead Accountant to create budgets and managing expenses to ensure that costs do not exceed income
- Analyze financial data and develop recommendations for improving profitability
- Evaluate the effectiveness of marketing efforts and recommending changes to improve performance
- Evaluate processes for efficiency and efficacy
- Maintain program compliance with licenses and certifications, specifically for the dental clinic and the chaplaincy program
- Maintain, develop and ensure compliance with organizational policies, procedures and protocols

Human Resources & Staff Management – 50%

- Manage human resources activities for the organization, including recruitment, hiring and training employees, and administering employee benefits programs
- Supervisor to departmental management staff for the following departments: thrift store, food pantry, dental clinic, volunteer, and chaplaincy
- Develop and implement staff evaluation parameters, including facilitation of performance reviews
- Coordinate with department management to help personnel meet goals and targets
- Oversee the daily activities of the organization to ensure everything runs smoothly and according to schedule

REQUIRED QUALIFICATIONS & EXPERIENCE

- Bachelor's Degree and 2 years' experience (or 5+ years' experience in a similar role)
- Demonstrated leadership experience with oversight of multiple direct reports
- Proven knowledge of development, implementation and monitoring of performance evaluation metrics in a business setting
- Demonstrated experience with execution of process and performance improvement
- Development and implementation of policies and procedures
- Execution of process improvements
- Familiarity with MS Office and various business software
- Demonstrated experience with stakeholder management

PREFERRED EXPERIENCE

- Experience working in or with a nonprofit organization
- Staffing and Human Resources experience
- Program or project management
- Change Management/Six Sigma

PHYSICAL REQUIREMENTS

- Extended periods of sitting at a desk
- Extended periods of working on a computer
- Must be able to lift up to 50 pounds when necessary

APPLICATION ACKNOWLEDGMENT

Candidates applying for this role need to be aware that they are applying for a position under the umbrella of the Seventh-Day Adventist Church, and that the parameters of this parent organization will influence the scope and nature of the work performed and produced by this role.

Portland Adventist Community Services (PACS) is an equal opportunity employer and does not discriminate against qualified applicants or employees on account of race, color, sex, (including pregnancy, childbirth, and pregnancy-related conditions), age national origin, marital status, physical or mental disability, or other protected categories under Oregon laws, regulations or local ordinances.