



POSITION DESCRIPTION
www.habitatmetrodenver.org

Title: Operational Solutions Specialist	Employment Status: Full-Time
Department: Business Solutions (IT)	FLSA Status: Exempt
Reports to: Director of Data Administration	Supervises: Volunteers

OCT 2024

Who You Are:

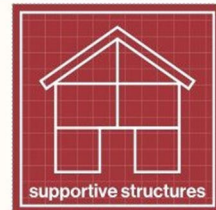
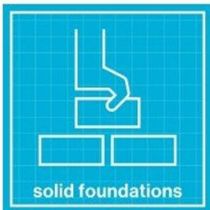
You're someone who people can rely on and you're always there when they need a helping hand. You are driven to understand how things work, fix them when they're broken, and gradually improve them. You are skilled at problem-solving and have an analytical mind, seeking out patterns and connections that others may overlook. You're also an excellent communicator who enjoys learning from different people and teaching them new ways of doing things. People often comment on your attention to detail, organization skills, innovative use of technology, and ability to explain complex subjects clearly. You're looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. You know in your heart it's time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to bring people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Since being founded in 1979, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

How We Succeed Together:

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

GENERAL DESCRIPTION

As part of the Business Solutions team and in conjunction with the Director of Data Administration, the Operational Solutions Specialist coordinates the development, implementation, evaluation, and continuous refinement of operational workflows, efficiency improvements, and process documentation across Habitat Metro Denver. The incumbent will organize and lead teams of internal stakeholders to develop, document, and improve standard operating procedures (SOPs) and gather functional business requirements to build their associated workflows and data dashboards in the organization's work operating system. This position builds data integrations and automations; interlinks workflows and dashboards; and centralizes SOPs across departments to improve efficiency, communication, and access to information. A significant focus is on fostering trusting relationships and providing technical training and support to ensure stakeholder success with and the effective adoption of the solutions implemented. This position's core responsibilities increase Habitat Metro Denver's organizational resiliency, operational efficiency, and overall capacity to build homes, communities, and hope.

The following reflects the organization's definition of essential functions for the position but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential position's functions.

CORE RESPONSIBILITIES:

- In conjunction with the Director of Data Administration and key Leadership roles, identify and prioritize business processes to be documented, reviewed, and improved and create a roadmap thereof to be evaluated and updated annually for continuous operational improvement.
- Create standard project charter, scope of work (SOW), and plan templates for solution implementations to ensure replicability and organizational resiliency. Solutions include but are not limited to documentation of processes, implementation of workflows, and end-user training which increase operational efficiency and organizational capacity.
- Form and lead a project team of diverse key stakeholders for each implementation to ensure that a process is analyzed from all possible perspectives, including stakeholders with different levels of comfort with technology, thereby yielding more inclusive and equitable solutions.
- Maintain clear lines of communication with project teams and key stakeholders, holding them accountable for attending project meetings, providing essential information, testing solutions, and post-implementation support.
- Develop and organize official documentation templates for standard operating procedures (SOPs), their file structure, and metadata tags in the organization's knowledge management system (KMS) for easy access and use by employees and volunteers.
- Through a combination of direct observation/participation, research, and informational interviews with key staff and volunteers, document existing SOPs while simultaneously gathering the functional business requirements needed to make them more efficient and build them as workflows.
- Develop workflows in monday.com for the SOPs documented. This includes the programming of automations, integrations, and cross-departmental connections that will improve operational efficiency.
- As workflows are implemented, link and aggregate them into comprehensive dashboards for

accessible, transparent, and trustworthy metrics reporting.

- Create presentations and train key internal stakeholders to utilize the new workflows and keep their SOPs updated and accessible.
- Implement methods to increase user adoption of new solutions and ensure they are consistently used and updated beyond initial implementation for organizational resiliency.
- Routinely evaluate, analyze, and refine to maximize the effectiveness of project management strategies and the solutions they yield.
- Recruit, train, and supervise volunteer(s) to assist with the fulfillment of these duties, thus engaging community members in Habitat Metro Denver's mission and increasing organizational capacity.
- Assist with special projects and other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

SKILLS AND QUALIFICATIONS

- A strong personal and professional commitment to Habitat's mission and the Denver Metro community.
- Superior problem-solving and analytical skills. Ability to distinguish between symptoms and root causes of a problem and recognize what additional information must be gathered to see the problem from all sides.
- Well-organized and highly detail-oriented with the ability to manage multiple projects simultaneously.
- Excellent writing, speaking, listening, and reading skills. Able to absorb information from a variety of sources and effectively communicate a summary.
- High level of interpersonal skills with ability to foster trusting relationships with colleagues.
- Good presentation and teaching skills with the ability to explain complex concepts clearly, professionally, and sensitively with diverse audiences.
- Working knowledge of project management and nonprofit or business administration principles.
- General knowledge of and/or interest in construction, mortgage, and retail operations.
- Ability to independently seek solutions, but also work well in a team-based environment.
- Provides a high level of customer service even in difficult situations.
- Understanding of data warehousing and how data is stored/moved within a database preferred.
- Behaviors and interactions accurately reflect cultural values outlined in the Cultural Blueprint above.

EXPERIENCE

- Two (2) years or more of successful experience working in a technical problem-solving role or industry (such as but not limited to customer service, IT, engineering, project management, or data administration).
- Proficiency in Microsoft office programs (MS Teams, Excel, Word, Outlook, PowerPoint, and SharePoint) and able to learn new software as needs of job and available technologies evolve.
- Project Management Professional (PMP) certification highly preferred.
- Experience leading interdepartmental project teams and group decision-making highly preferred.
- Experience developing and conducting end-user training or other types of professional development highly preferred.
- One (1) year or more of successful experience working in monday.com, Asana, Microsoft Project, ClickUp, or other work operating systems/project management software preferred.
- Experience using and contributing to a knowledge management system (KMS) in Freshservice, SharePoint, Guru, Confluence, or similar software preferred.
- Experience working with Microsoft Power Platform, especially Microsoft Power BI, preferred.
- Experience working with and managing volunteers preferred.

WORK ENVIRONMENT AND CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Most work is performed indoors at a desk in a shared office or meeting setting, with the ability to work remotely at times.
- Some work is conducted at other Habitat locations to shadow employees performing their operational duties and take notes; this may require occasional weekend and evening work.
- Hybrid work model (minimum 2 days/week at a Habitat location, with ability to work from home the other days). During the first 6-9 months of employment, additional days in the office will be required to build critical interpersonal connections and strengthen the team's vision, strategy, and cohesiveness.
- Ability to stand and/or sit at a desk and computer under artificial lighting for extended periods of time.
- Ability to adequately traverse a retail store or warehouse and a construction site.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- A Motor Vehicle Report (MVR) will be run for insurance purposes.
- A valid driver's license and ability to be insured under the company's insurance policy is a prerequisite.
- For the purposes of observing operational procedures, the ability to traverse uneven outdoor terrain in a variety of weather conditions, climb, bend, twist, reach, and lift/carry a minimum 40 lbs. may be helpful.
- Habitat's office where this position will report to is currently located at 7535 E Hampden Ave #600, Denver, CO 80231 and is relocating to 430 S Navajo St, Denver, CO 80223 at the end of 2024

The Starting Annual Salary Range for this position is expected to be \$63,200- \$75,200. New hires are typically brought into the organization between the minimum to midpoint of the salary range posted depending on qualifications, internal equity and the budgeted amount for the role. The Full Annual Salary Range for this position is \$63,200 - \$87,200.

Benefits available include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); and paid time to volunteer.

Please apply by copying and pasting the following link in your browser:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=92036&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

Or visit our Careers Page:

<https://habitatmetrodenver.org/about/careers/>



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.