



# JOIN OUR TEAM

## OPERATIONS MANAGER

**Naugatuck Valley Council of Governments (NVCOG)**

**Location:** Waterbury, Connecticut

**Department:** Administration

**Employment Status:** Full-Time, Exempt

**Reports to:** Executive & Finance Directors

## SCOPE OF WORK

The Operations Manager supports the Executive Director and Finance Director in overseeing the daily administrative and operational functions of the Agency. The position is responsible for coordinating and standardizing agency-wide policies, procedures, and processes to ensure consistency, compliance, and effective interdepartmental operations. This position ensures organizational efficiency, regulatory compliance, and a professional, mission-driven workplace to support regional planning, coordination, and service delivery. The role requires managing multiple functional areas simultaneously, exercising independent judgment, and ensuring timely and accurate reporting across programs and departments.

## ESSENTIAL JOB FUNCTIONS

- Assist the Executive Director and Finance Director in developing, implementing, and maintaining agency-wide administrative policies, procedures, and operational standards.
- Review, evaluate, and recommend updates to all governing and administrative documents, including facilities management policies, financial and procurement procedures, records retention policies, and the employee handbook.
- Develop, coordinate, and maintain standardized processes and procedures across all Agency divisions to ensure consistency, efficiency, and compliance.
- Monitor and oversee interdepartmental compliance with established policies, procedures, and operational standards.
- Coordinate with Agency legal counsel on the development, review, and administration of contracts and agreements; review grant funding agreements to ensure compliance with applicable requirements.
- Lead and coordinate preparation of interdepartmental reports, including budgets, state and federal reporting, and other cross-functional deliverables.
- Support administration of Human Resources functions, including recruitment, onboarding, separations, performance review processes, and maintenance of all job descriptions.

- Collaborate with the Management Team to plan and execute advertising, recruitment, interviewing, and hiring activities for Agency staff.
- Assist the Finance Department in developing and maintaining systems, records, and documentation to support operational oversight and internal controls.
- Oversee Agency procurement procedures and purchasing programs and provide guidance to planning divisions to ensure compliance with procurement requirements.
- Implement special initiatives and projects assigned by the Executive Director and Finance Director.
- Work collaboratively with Agency leadership and staff to support strategic goals, maintain effective working relationships, and promote organizational consistency and accountability.
- Exercise independent judgment and discretion in carrying out assigned responsibilities and maintain required training and certifications.



## EXPERIENCE REQUIRED

Bachelor's degree (Master's preferred) in Administration, Finance, Management, or related field, supplemented by two years of administrative or management experience, or five years of continuous experience in a similar position.

## EXPERIENCE PREFERRED

Experience working with Councils of Governments, municipalities, or regional agencies. Familiarity with grant administration, auditing, or state/federal compliance processes.

## CORE COMPETENCIES

- Public-service mindset and professionalism
- Operational leadership and process improvement
- Confidentiality and ethical judgment
- Strong written and verbal communication
- Collaborative, service-oriented approach
- Attention to detail and regulatory compliance
- Microsoft Business Suite (Excel, Word, Teams, SharePoint)
- Critical Thinking

## COMPENSATION & BENEFITS

- The salary range is between \$80,000 and \$90,000 with the potential for higher compensation based on experience and qualifications.
- NVCOG provides fully-paid comprehensive health insurance (medical, vision, prescription, dental), a 100% employer-funded retirement plan designed to support the well-being of our employees and their families, generous paid vacation, life and disability insurance, and opportunities for ongoing professional development.

## HOW TO APPLY

Please submit a resume, cv, and cover letter to [jobs@nvcogct.gov](mailto:jobs@nvcogct.gov).

The Naugatuck Valley Council of Governments is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, veteran status, or any other protected characteristic under applicable law.