

VP OPERATIONS

1. **Title:** Vice President of Operations
2. **Purpose:** To ensure the efficient and effective management of the chapter's operational functions and to support the achievement of strategic objectives.
3. **Description:** The VP of Operations is tasked with managing day-to-day operations, improving systems and processes, and ensuring that the chapter meets its operational targets.
4. **Scope of Work:** Oversee the chapter's ongoing operations and procedures, set strategic goals for operational efficiency, and manage the operations team.
5. **Responsibilities:**
 - Direct and manage the chapter's operational policies, objectives, and initiatives.
 - Review performance data to monitor and measure productivity, goal achievement, and overall effectiveness.
 - Develop actionable business strategies and plans that ensure alignment with short-term and long-term objectives.
 - Lead and motivate the operations team to advance employee engagement and develop a high-performing managerial team.
6. **Reporting Relationships:** Reports to the President and collaborates with other executive team members.
7. **Business Acumen Skills:**
 - Proficiency in process improvement and operational excellence.
 - Strong project management and performance measurement skills.
 - Ability to manage budgets and financial plans.
8. **Power Skills:**
 - Leadership and chapter skills.
 - Strong communication and negotiation skills.
 - Problem-solving and creative thinking.
9. **Key Performance Indicators:** Operational efficiency, cost reduction, process improvement, and service quality.
10. **Terms of Service:** Aligned with the executive leadership's term limits, subject to the chapter's governance rules.