

**Permian Basin Regional Planning Commission
Job Description
AAA – Operations Manager I
Exempt (FLSA) – State Equivalent: Project Manager I**

SUMMARY OF POSITION:

Performs moderately complex administrative and supervisory program work. Work involves providing oversight of program activities to ensure the consistent and appropriate application of policies and procedures; and communicating with stakeholders, management, and other relevant parties. Supervises the work of others. Works under general supervision with moderate latitude for the use of initiative and independent judgement.

ORGANIZATIONAL RELATIONSHIPS:

1. **Reports to:** Director of Area Agency on Aging (AAA)
2. **Directs:** AAA staff in relation to fiscal/programmatic reporting
3. **Other:** Interaction/contact with AAA staff and its contractors, representatives of local, state, and federal government agencies, public and private organizations, program personnel, volunteers, clients, and public.

EXAMPLES OF WORK / ESSENTIAL DUTIES:

Compiles and maintains program performance and expenditures; provides updates to management and staff as necessary.

Provides data management and related activities related to the direct purchase of service, service authorization, and document verification to support the provision, tracking and reporting of nutrition and transportation services.

Conducts annual on-site quality assurance reviews of nutrition providers ensuring compliance with applicable regulations, policies and procedures.

Conducts annual client satisfaction surveys.

Identifies training needs and provides training/technical assistance to contractors to comply with policies, procedures, rules, regulations, and related contract requirements.

Maintains contractor agreements through an annual open enrollment and application process.

Serves as liaison for the Aging Advisory Council through the maintenance of member rosters, written and verbal communications with members and records/transcribes minutes of quarterly meetings.

Assists in monitoring program fidelity to ensure staff activities comply with applicable project deliverables and fulfill the terms of current contract.

Assists in communicating program technical assistance to staff and contractors as necessary.

Provides support and collaborates in the planning, development, implementation, analysis, and documentation of the AAA's Area Plan.

May coordinate program activities with contractors including state agencies, governmental jurisdictions, or private sector partners.

May travel for related meetings, trainings, conferences, or seminars.

Maintains strict client confidentiality, whether such data is electronic or otherwise.

OTHER IMPORTANT DUTIES

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of project management and applicable practices; systems and procedures used to evaluate performance; Local, state and federal laws and regulations relevant to the administration of aging programs.

Skill in program management monitoring and the use of a computer and applicable software.

Ability to exercise sound judgment in making critical decisions, to analyze complex information and develop plans to address identified issues, demonstrate negotiation and facilitation skills, to prepare reports and contracts, to communicate effectively and monitor staff performance.

Ability to establish and maintain effective working relationships with personnel of all programs within the Area Agency on Aging.

Basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of aging issues.

ACCEPTABLE EXPERIENCE AND TRAINING

Experience in program management and the field of aging services preferred. Graduation from an accredited four-year college or university with major course work in relevant field such as public administration, gerontology, psychology, sociology, social work preferred. Experience and education may be substituted for one another.

CERTIFICATES AND LICENSES REQUIRED

Appropriate Texas driver's license or available alternate means of transportation.