Senior Operations Manager

Department: Kokokahi
Reports To: Director of Kokokahi
Employment Status: Full-Time, Exempt
Location: YWCA O'ahu at Kokokahi
Supervisory Responsibility: Assigned operations, kitchen, member services, and event support staff

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Position Summary

The Senior Operations Manager provides leadership for the daily operations of YWCA O'ahu at Kokokahi, ensuring an exceptional experience for members, guests, renters, tenants, and community partners. This position oversees member services, rentals, retreats, events, operational systems, staff supervision, and shared-use campus facilities, with a strong emphasis on commercial kitchen operations, culinary partnerships, and revenue-generating opportunities.

The Senior Operations Manager works closely with the Director of Kokokahi to maximize campus utilization, strengthen operational efficiency, enhance customer service, expand earned revenue, and develop strategic partnerships. The position collaborates with the Director of Kokokahi on facility-related matters and supports operational coordination with the Facilities Project Manager during maintenance and capital improvement activities.

Essential Duties and Responsibilities

Operations Leadership

- Oversee daily operations of the Kokokahi campus, including member services, reservations, rentals, retreats, events, and shared-use facilities.
- Ensure campus spaces are operationally ready, welcoming, and aligned with organizational standards.
- Develop and maintain operating procedures, service standards, schedules, and workflow systems.
- Monitor and improve operational efficiency, customer satisfaction, and campus utilization.
- Coordinate operational support across Kokokahi programs, tenants, community partners, and organizational departments.
- Serve as the senior on-site operations representative in the absence of the Director, within established authority.

Kitchen Operations and Culinary Partnerships

- Lead the operational management and scheduling of Kokokahi's commercial kitchen facilities.
- Oversee kitchen use by YWCA programs, culinary partners, educational institutions, caterers, renters, food entrepreneurs, and community organizations.
- Develop and maintain procedures for kitchen access, scheduling, sanitation, storage, food safety, and equipment use.
- Support the growth of culinary food-business incubation, agricultural value-added production, and community-based food initiatives.
- Build and maintain partnerships with culinary education programs, nonprofit organizations, food producers, and workforce development partners.
- Monitor kitchen utilization and identify opportunities to increase earned revenue and community impact.
- Coordinate inspections, inventory management, vendor services, and operational support to ensure kitchen readiness.
- Maintain records related to kitchen use, compliance, incidents, inventory, and operational performance.
- Ensure compliance with applicable food safety, health, and facility-use standards.

Member and Guest Services

- Oversee member services, inquiries, reservations, and customer communications.
- Ensure a welcoming, responsive, and mission-centered experience for all site users.
- Respond to service concerns and implement process improvements based on feedback.
- Maintain accurate records related to memberships, reservations, rentals, and facility use.
- Support member engagement, retention, and participation in Kokokahi programs and activities.

Rentals, Retreats, and Events

- Coordinate operational logistics for rentals, retreats, workshops, conferences, meetings, and special events.
- Manage scheduling, staffing, room setups, site access, equipment needs, parking, kitchen access, and customer support.
- Ensure spaces are prepared before use and restored after activities.
- Support efforts to increase rental activity and maximize responsible use of campus resources.
- Develop strong relationships with renters and community partners to encourage repeat use and referrals.

Business Development and Revenue Generation

- Identify opportunities to expand earned revenue through kitchen rentals, retreats, events, memberships, partnerships, and community programs.
- Monitor utilization trends and recommend strategies to increase occupancy and business performance.
- Support development of new service offerings, partnerships, and operational initiatives that align with Kokokahi's mission.
- Assist with pricing recommendations, rental packages, and customer experience improvements.

Facilities and Capital Project Collaboration

- Collaborate with the Director of Kokokahi regarding operational impacts related to maintenance, repairs, and campus improvements.
- Support communication and coordination between operations staff and facility personnel.
- Collaborate with the Facilities personnel regarding operational planning for capital improvement projects.
- Assist in communicating project impacts, temporary closures, scheduling changes, and service disruptions to stakeholders.
- Support continuity of operations during maintenance and construction activities.

Staff Leadership

- Supervise assigned operations, kitchen, member services, and event support staff.
- Recruit, train, mentor, and evaluate employees.
- Establish clear performance expectations and accountability standards.
- Ensure appropriate staffing coverage based on operational needs.
- Foster a culture of hospitality, teamwork, professionalism, and continuous improvement.

Budget and Administration

- Assist in developing and monitoring operational budgets.
- Monitor operational expenses, revenues, purchasing, and inventory.
- Prepare reports related to utilization, customer service, revenue, and operational performance.
- Maintain accurate operational records and documentation.
- Support vendor management and contract administration.

Safety and Compliance

- Promote a safe, welcoming, and compliant environment for staff, members, and guests.
- Ensure incidents, injuries, and safety concerns are documented and addressed appropriately.
- Support emergency preparedness, business continuity, and risk management efforts.

- Ensure compliance with organizational policies and applicable food safety, health, and operational requirements.

Organizational Responsibilities

- Demonstrate and promote YWCA O'ahu's mission, values, and commitment to peace, justice, freedom, and dignity for all.
- Build positive and collaborative relationships with staff, volunteers, tenants, partners, and community stakeholders.
- Participate in organizational meetings, planning activities, trainings, and events.
- Perform other duties as assigned by the Director of Kokokahi.

Qualifications

Required

- Bachelor's degree in Business Administration, Hospitality Management, Operations Management, Culinary Management, Nonprofit Management, or a related field; or equivalent combination of education and experience.
- Five (5) years of progressively responsible experience in operations, hospitality, commercial kitchen management, food-service operations, event management, or a related field.
- Two (2) years of supervisory experience.
- Experience managing or coordinating commercial kitchen operations, food-production facilities, culinary programs, or shared-use kitchen environments.
- Strong customer-service, organizational, communication, and problem-solving skills.
- Experience with budgeting, scheduling, purchasing, reporting, and operational systems.
- Proficiency with Microsoft Office and business management software.
- Valid driver's license and reliable transportation.

Preferred

- Experience managing a community kitchen, food incubator, culinary training program, retreat center, or multi-use campus.
- Experience developing culinary, workforce development, agriculture, or food entrepreneurship initiatives.
- Knowledge of food safety practices, kitchen operations, and regulatory compliance.

- Experience supporting earned revenue and business development activities.
- Current Food Handler Certification, ServSafe Certification, CPR, and/or First Aid certification.
- Familiarity with Hawai'i's nonprofit and community-based organizations.

Core Competencies

- Operations Management
- Commercial Kitchen Operations
- Culinary Program Development
- Business Development and Revenue Generation
- Customer Experience and Hospitality
- Event, Retreat, and Rental Operations
- Staff Leadership and Team Development
- Financial Stewardship
- Strategic Planning and Execution
- Communication and Relationship Building
- Problem Solving and Decision Making
- Commitment to YWCA O'ahu's Mission and Values

Work Schedule and Conditions

- Full-time, exempt position.
- Regular schedule determined by operational needs.
- Evening, weekend, holiday, and emergency availability may be required.
- Work is performed in office, kitchen, event, recreation, and outdoor environments.
- Frequent movement throughout the Kokokahi campus is required.

Physical Requirements

Must be able to move throughout the Kokokahi property; stand and walk for extended periods; bend, reach, climb stairs, and lift or move supplies and equipment weighing up to 30 pounds, with or without reasonable accommodation.

YWCA O'ahu is an equal opportunity employer committed to creating an inclusive workplace. Reasonable accommodations will be provided in accordance with applicable law.