

**SB ALLIANCE FOR COMMUNITY TRANSFORMATION**  
**FARO Operations Manager**



Division/Department	Programming		
Location	Santa Barbara		
Job Title	FARO Operations Manager		
Reports to	Landon Ranck	Title	Director of Programs

Level/Grade	Experienced	Type of position:	Hours 40 / week
		<input checked="" type="checkbox"/> Full-time	<input checked="" type="checkbox"/> Exempt
		<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt
		<input type="checkbox"/> Contractor	
		<input type="checkbox"/> Intern	

**GENERAL DESCRIPTION**

**Position Overview**

SB ACT operates the FARO Center as a coordinated service hub providing navigation, workforce development, and partner-based services to individuals experiencing homelessness. The FARO Operations Manager is the on-site leader responsible for the daily management, safety, staffing, and operational integrity of the FARO Center. This role holds primary authority over the physical space during business hours (8:00am-5:00pm) and ensures the center runs safely, smoothly, and consistently each day. The Operations Manager supervises staff, coordinates partner agencies operating onsite, manages vendors, and enforces FARO operational policies and service guidelines. This position reports to the Director of Programs.

**Responsibilities**

The FARO Operations Manager will provide day-to-day support and facilitation of SB ACT’s programming, with occasional duties related to general nonprofit operations. Key responsibilities include:

**Operational Authority**

The FARO Operations Manager has authority over day-to-day operations of the FARO Center, including staff supervision, scheduling decisions, enforcement of operational policies, and coordination of onsite partners and vendors. Major programmatic, contractual, or disciplinary decisions are escalated to the Director of Programs.

**Center Operations & Safety**

- Open and close the FARO Center daily.
- Ensure consistent staffing coverage and operational readiness.
- Lead day-of operational decision-making.
- Oversee implementation of safety protocols.
- Coordinate with contracted security services and manage vendor relationship.
- Lead response to client incidents and ensure timely, accurate documentation.
- Maintain and update FARO’s operations manual and center policies.

**Staff Supervision & Workforce Management**

- Directly supervise the FARO Site Supervisor and Ambassador team.
- Conduct regular staff meetings, coaching sessions, and annual reviews.
- Enforce scheduling expectations and workplace standards.
- Provide ongoing training and development for ambassadors.
- Address performance concerns and escalate disciplinary matters to the Director of Programs when necessary.

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<p><b>Partner Agency Coordination</b></p> <ul style="list-style-type: none"> <li>• Manage daily coordination of partner agencies operating onsite.</li> <li>• Schedule office space and maintain provider calendars.</li> <li>• Ensure partner agencies adhere to FARO operational guidelines.</li> <li>• Address day-to-day provider concerns and facility needs.</li> <li>• Support onboarding of new partner agencies once strategic agreements are established by the Director of Programs.</li> <li>• Maintain FARO's status and compliance as a Coordinated Entry Site (CES), including attending required trainings and ensuring protocol adherence.</li> </ul> <p><b>Systems &amp; Administration</b></p> <ul style="list-style-type: none"> <li>• Developing and maintaining operational systems for client flow, documentation, inventory, scheduling, and staff coverage.</li> <li>• Ensuring accurate and timely completion of incident reports and operational logs.</li> <li>• Overseeing supply procurement and inventory tracking.</li> <li>• Managing operational compliance requirements, including Coordinated Entry Site (CES) standards.</li> <li>• Maintaining organized and accessible operational records.</li> <li>• Monitoring and improving workflow processes to increase efficiency and reduce operational risk.</li> <li>• Managing vendor relationships including security, janitorial, and other facility-related services.</li> <li>• Identifying operational gaps and implementing corrective systems as needed.</li> <li>• Participating in job-related educational or training events as requested.</li> <li>• Carrying out other ad hoc administrative duties as assigned by the Associate Director, including: <ul style="list-style-type: none"> <li>◦ Support for organization-wide events such as fundraisers and education events;</li> <li>◦ Support for individual projects such as surveys, special mailings, etc.</li> </ul> </li> <li>• The Operations Manager is responsible for any administrative function reasonably required to maintain the daily operations, safety, and compliance of the FARO Center.</li> </ul> <p><b>Neighborhood &amp; Community Interface</b></p> <ul style="list-style-type: none"> <li>• Serve as primary day-to-day contact for neighborhood inquiries related to center operations.</li> <li>• Coordinate complaint response workflow with security and Director of Programs.</li> <li>• Maintain professional relationships with surrounding businesses and stakeholders.</li> </ul> <p><b>STRATEGIC ALIGNMENT</b></p> <ul style="list-style-type: none"> <li>• Implement operational systems that support SB ACT's broader program strategy.</li> <li>• Provide regular operational updates to the Director of Programs.</li> <li>• Escalate patterns or risks that impact compliance, contracts, or safety.</li> </ul> <p>Duties and responsibilities may evolve as program needs grow. The Operations Manager is expected to adapt to operational requirements consistent with the scope and level of this position.</p> <p><b>Reporting Relationships</b></p> <p>The FARO Operations Manager will be responsible for building and maintaining strong relationships with the community, day-to-day coordination of programs and their many moving parts, and being part of a highly functioning team. The FARO Operations Manager will report to the Director of Programs of SB ACT.</p>			
<b>WORK EXPERIENCE/REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>• Bachelors' Degree and/or minimum 5 years of relevant management experience in operations, human services, or site-based program leadership</li> <li>• Demonstrated experience supervising staff and enforcing accountability.</li> </ul>			

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<ul style="list-style-type: none"> <li>• Experience managing complex environments with multiple stakeholders.</li> <li>• Strong conflict resolution and problem-solving skills.</li> <li>• Bilingual preferred.</li> <li>• Experience working with individuals experiencing homelessness preferred.</li> <li>• Experience working with those experiencing homelessness preferred</li> </ul>			
<b>POSITION INFORMATION</b>			
<ul style="list-style-type: none"> <li>• \$85,000-\$95,000 annually, salary commensurate with experience</li> <li>• Health, dental, vision insurance</li> <li>• Phone plan</li> <li>• Gym membership</li> </ul>			

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	