Director, Operations

POSITION SUMMARY
Under the direction of the Chief Operating Officer, the Director, Operations is responsible for managing information technology, office administration, and contracting/procurement for the Council on Foundations. The Director collaboratively leads design, implementation and evaluation of processes and systems to increase operational effectiveness and efficiency at the Council.

This position supervises the Associate, Operations.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed within are a representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

Strategy and Organizational Development
- Responsible for visioning to implementation and support of effective user-centered technology solutions that best serve the strategic needs of the organization.
- Develop and manage the Operations annual work plan and budget.
- Oversee the outsourced managed services provider, IT infrastructure, hardware management, vendor management, user support services.
- Identify and champion opportunities for streamlining and improvement of technology, including integration across applications and workstream efficiencies.
- Manage policy and compliance for cybersecurity, data privacy, and IT governance.
- Oversee physical and virtual office administration including receptionist functions, safety and accessibility of the office environment and operational support for staff, events, and meetings.
- Develop and manage an equitable contracting and procurement system. Support staff who select/manage vendors by ensuring clear policies, templates and training are in place.
- Ensure operational policies, systems, resources, and training for effective office administration, security, safety, technology support, and emergency protocols.
- Serve as primary contact with building management on office services and maintenance and represent the Council at tenant meetings.

Team Leadership and Development
- Provide managerial oversight, guidance and direction to the Associate, Operations.
- Contribute to overarching organization goals by participating in cross-functional working groups.
QUALIFICATIONS
• Bachelor’s degree
• 7-10 years of relevant experience in nonprofit operations

GENERAL SKILLS AND COMPETENCIES
• Understanding of the philanthropic and the charitable sector.
• Demonstrated team leader with broad experience managing technology.
• Proven business and financial acumen.
• Experienced problem-solver with an orientation toward outcomes and continuous improvement and learning.
• Strong management skills with an ability to influence, engage, and coach direct reports and peers.
• Excellent verbal and written communication skills.
• Strong project management skills with ability to meet deadlines.
• Strong interpersonal skills, ability to listen well and positively represent the organization and its mission.
• Maintain the highest level of integrity, professionalism, and ethics.
• Proven commitment to equity and cross-cultural competencies.
• Strong organizational skills and attention to detail and accuracy.
• Ability to manage many and/or differing tasks and maintain productivity.
• Ability to work independently and as part of a diverse team.
• Ability to work effectively and positively with a range of individuals and working styles, and with people at all organization levels including staff, board members, foundation officers, donors, and vendors.
• Experience with CRM database software, preferably Salesforce.
• Proficient in Microsoft Office 365 applications and Azure.

SALARY AND BENEFITS
The salary hiring range for this position is $105,000 - $115,000 and is commensurate with experience. We have a generous benefits package, including health, dental, vision, life, and disability insurance and a 403(b) plan with a 7% employer contribution. There are 11 paid holidays and 3 floating holidays per year, 20 vacation days per year, paid time off the week between December 25th and January 1st, and 10 sick days per year.

The Council on Foundations is an Equal Opportunity Employer – people of color, people with disabilities, women and LGBTQ candidates are strongly encouraged to apply. We are committed to a diverse workplace, and to supporting our staff with ongoing career development opportunities.

TO APPLY
Send a resume and thoughtful cover letter to liz@chisholmconsultingllc.com with the subject line “Director, Operations at Council on Foundations”.

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