



Operations Director/Director of Operations

Salary Range: \$65,000 - \$75,000

Job Purpose: Operations Director/Director of Operations is responsible for overseeing how Inclusive Communities carries out our daily operations and provide strategic logistical advice and support for all operational functions of the organization. Oversees the Communication and Advocacy strategy planning both internally and externally. This position will work closely with other organizational Directors to identify ways to increase efficiency and maximize organizational growth by maximizing procedures and external and internal communications. This is a supervisory role and will manage the Operations and Projects Manager and the Communications Manager. The Operations Director (OD) will report directly to the Executive Director(s).

Education/Experience: For this role we prefer, but do not require a bachelor's degree in business administration, finance, management or any other related field OR Professional certifications in personnel management, public relations/marketing, human resources, operations management, data analysis and supply 5 years experience in an Operations, Human Resources or Event Management role.

Leadership training such as decision making, financial governance, change management, negotiation, strategic leadership, and business analysis are good to have as well.

Primary Responsibilities

- Strategic Thinking and Planning
 - Develop and manage implementation of strategic plans for operational and communications activity.
 - Provide as a member of the strategic development team: leadership and input for all strategic plan implementation & processes with the staff.
- Communications and Advocacy Management
 - Support the maintenance and growth of the organization brand through internal and external communication strategy.
 - Oversee the policy and advocacy efforts of Inclusive Communities in coordination with the overall communications strategy.
- Operations Management (including but not limited to: IT, Process development, Events, Insurances, Vendor Contracts, etc.)
- Financial & Regulation Compliance Management
 - Oversees all financial accounting vendors and staff

- Oversees the maintenance of regulatory records, certifications, and requirements for the organization

Required Skills

- 5 years in an operations, human resources, or event management in a leadership/supervisory role
- Ability to create budgets and financial plans
- Knowledge of industry regulations and operational guidelines
- Ability to develop and direct comprehensive internal and external communications plans
- Strong understanding of the mission of Inclusive Communities
- Excels in the following Core and Leadership Competencies (see below): Communication Skills, Strategic Thinking, Performance Management/Accountability, Financial Acumen and Visionary

Preferred Qualifications

- Contract negotiation skills
- Working knowledge of CRM systems and other client/customer data management systems
- Understanding of Policy and Advocacy

CORE COMPETENCIES FOR SUCCESS

COMMUNICATION SKILLS

Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other team members, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems

FINANCIAL ACUMEN

Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility

PERFORMANCE MANAGEMENT/ACCOUNTABILITY

Puts processes and procedures in place to ensure organizational success; puts target metrics in place; sets clear, well-defined performance outcomes and tracks progress; Holds self and others accountable for achieving goals and objectives; Delegates responsibilities effectively to others to manage his/her workload appropriately; Provides constructive feedback and resources for growth and development; Holds meetings on a regular basis to discuss expectations and performance

STRATEGIC THINKING

Formulates objectives, priorities and plans consistent with long-term vision; Perceives the impact and implications of strategic decisions; Capitalizes on strategic opportunities and manages risks; Considers the impact of political, economic, social, technological, environmental and legal trends to help inform strategic decisions; Anticipates potential political or competitor threats to the organization; seeks out political or competitor opportunities for the organization; Aligns organizational structure to support strategic direction

VISIONARY

Clearly communicates the desired future state for the organization, providing the basis for formulating organizational strategies and goals; Acts as a catalyst for long-term organizational changes; Demonstrates an optimism and sense of urgency that inspires others to embrace the vision; Articulates organizational mission and values; Focuses on emerging issues rather than on the past; Sees long standing problems as solvable and long-term changes as achievable; Often asks the “what if” questions

OTHER COMPETENCIES FOR SUCCESS

INTERPERSONAL SKILLS

Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in nonthreatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external partners; Effectively handles challenging or tension filled situations

PARTNER FOCUS

Prioritizes partners (internal and external) and their needs as primary; Develops and maintains partner relationships; builds credibility and trust; Quickly and effectively solves problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates partner's feedback into delivery of service to provide the best experience possible for the partner; Actively promotes IC in community by serving as a IC ambassador or volunteer

FUNCTIONAL EXPERTISE

Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively

DEVELOPING OTHERS

Provides constructive, concrete, behavioral feedback to others Shares information, resources, and suggestions to help others be more successful; Delegates work assignments or responsibilities that will help develop abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Works well with the organization's system for developing others

INFLUENCING OTHERS

Persuades others to adopt or build on ideas or recommendations; Facilitates "win-win" situations; Advocates position effectively; engages in healthy, constructive debate and dialogue; Stimulates discussion to higher level, bigger picture; Develops trust in a timely manner to facilitate negotiations; Versatile in style-diplomatic and direct depending on situation needs

INTROSPECTIVE

Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve the organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions; Seeks to understand others – their function, role, challenges, style – and responds accordingly to achieve the most productive working relationship; Seeks understanding of his/her values and those of others to help motivate and inspire others

TEAM BUILDING

Develops networks and builds alliances; Participates in cross functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for the achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; Create and participates in team building sessions; Cultivates open discussion; Success equates to the “entire” team and not individuals

INTERVIEW PROCESS AND TIME COMMITMENT

Inclusive Communities utilizes a three (3) part interview process as follows:

- 45-minute telephone interview
- 90-minute panel interview, in-person or via Zoom
- 60-minute final interview, in-person or via Zoom

To apply please submit your cover letter, resume and 3 professional references to the following: cammy@inclusivecommunities.org, maggie@inclusive-communities.org, info@inclusive-communities.org.

Inclusive Communities is an equal opportunity employer.