Director of Operations Job Description

Position Summary
Coalition for a Better Acre (CBA) is a non-profit organization that’s mission is to assist families to become economically self-sufficient. We do this by developing affordable housing, education, workforce development, civic engagement and community building and engagement.

As a member of the senior staff, Director of Operations will focus on internal policies and procedures, program evaluation and resources, and oversee day to day operations to advance the overall mission of the CBA. Director of Operation is responsible for supervising the Office Manager, Technology Associate and the Resource Development and Communications Manager. Director of Operations reports to the CEO.

Essential Functions/Responsibilities

- Part of a senior management team to create a high-performing work environment and be part of a team to develop strategic plans, annual budget, and evaluation process
- Develop and implement policies and procedures, conduct regular evaluation, and oversee day to day operations to advance the overall mission of the CBA
- Identify opportunities for CBA to leverage operational strengths to take advantage of new opportunities and/or to address organizational challenges
- Responsible for developing and implementing on-boarding new staff and volunteers and off-boarding departing staff and volunteers
- Responsible for IT management, cloud file management, phone systems, service contracts for office equipment
- Responsible for overall upkeep of the organization’s facilities
- Coordinate with program staff and the Resource Development staff to ensure reports to the funders are submitted on a timely manner
- Conduct program evaluation, data collection and analysis in effort to quantify the impact of the work of CBA
- Work closely with the Resource Development and Communications Manager and the CEO to seek and secure funding for programs and operations
- Responsible for external communications by managing website, social media and newsletter with the Resource Development and Communications Manager
- Support internal communications among staff and build positive organizational culture
- Represent CBA on Boards of area nonprofit organizations, events of partners, and other community or public meetings
• Responsible for monthly board packets, updating board orientation binder, and annual meeting event
• Other duties as assigned.

OUR IDEAL CANDIDATE

Our ideal candidate will have a passion for Lowell and community-based development and will have many of the following attributes, skills and experiences:

• Demonstrated commitment to improving quality of lives of low to moderate income families
• Strong organizational management skills with the ability to coach staff to manage and develop high-performance teams and develop and implement operational strategies
• Five to seven years of gradual management experiences
• Ability to work effectively with diverse groups and individuals
• Experience in operations, program evaluation, and supervisory skills
• Excellent technology skills in both hardware and software
• Ability to manage multiple tasks in a responsible and dedicated manner
• Excellent oral and written communication skills
• Experience in grant writing and fundraising
• Event planning experiences preferred
• Ability to communicate in Spanish or Khmer preferred
• Detail oriented and ability to meet deadlines
• Action-oriented, entrepreneurial, flexible, and innovative approach to management
• Passion, humility, integrity, positive attitude, mission-driven and self-directed
• Not afraid to work hard and have fun at the same time
• Ability to be able to work some weekend and evening hours
• Minimum of a B.A. or equivalent in work experience; Master’s or the equivalent in work experience preferred

To apply for this position, please submit a resume and cover letter, including your salary requirements, to: Pam Miller, Office Manager of the Coalition for a Better Acre at pamela.miller@cbacre.org.

CBA offers a competitive salary and benefits package.

CBA is committed to non-discrimination and equal opportunity in employment.