**JOB DESCRIPTION**

| **Title** | DIRECTOR OF OPERATIONS | | |
| --- | --- | --- | --- |
| **Reports To** | [INSERT TITLE] | | |
| **Type** | FULL TIME, PERMANENT | **Date** |  |

**Job Purpose**

The **Director of Operations** oversees the organization's day-to-day operations, ensuring that all departments are running smoothly and that all team members have what they need to succeed. The Director of Operations also coordinates communication and information flow among and between [Organization Name]’s key stakeholders, which include the board of directors, executive management, staff, members, funders, and others in the non-profit sector.

This position supports the organization's ongoing growth and development by ensuring the smooth operation of all key company systems.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Develop organization operations reports in close collaboration with the Board of Directors that evaluate the effectiveness and performance of the various organizational units in achieving organizational objectives.
* Work with senior managers and other employees across business divisions to offer them the direction, knowledge, and resources they need to achieve their operational goals.
* Collaborate with other team members to determine and carry out short- and long-term operational objectives.
* Measure and report on operational performance, design plans to enhance pertinent key performance indicators, and implement these plans and indicators to build organizational standards and best practices.
* Create and enforce operational protocols for every organizational unit (product, content, sales, marketing, member success, support, and community).
* Establish, develop, and direct HR strategy and culture operations, including performance reviews, time off, performance management plans, mentorship, bonus, and stock programs, benefits, legal issues, celebrations, team training, team-building events, and other events, in addition to hiring, onboarding, and payroll.
* Develop business culture by establishing norms and best practices.
* Lead activities on diversity, equity, and inclusion.
* Develop, implement, and direct procedures that are well-defined and well-documented for the everyday operations of the organization across all units.
* Construct and evaluate processes to assist our various organizational unit teams in enhancing performance, efficacy, and productivity.
* Establish, monitor, and report on the operational scorecard of the company, and evaluate business unit performance based on predetermined KPIs.
* Pay and file invoices in a timely manner so the accounting department can generate financial statements.
* Ensure that the payroll function is performing effectively.
* Ensure that each organizational unit is aware of the actions of the others.
* Ensure that organizational units collaborate effectively and efficiently
* Maintain solid working relationships with members, volunteers, and funders.
* Evaluate the effectiveness of operational standards and enhance them over time to enhance the overall efficiency of the organization.
* Other duties as assigned.

**Key Qualifications**

* A Bachelor's degree (or its equivalent) from a recognized university is required.
* An equivalent amount of experience and a post-secondary degree from an accredited college will also be recognized.
* XX years of experience as an Operations Manager or in a comparable administrative or operations capacity.
* Familiarity with PCs, office productivity applications, and standard corporate computer technology (e.g., Windows, Word, Excel, printers, copiers, and scanners).
* Previous finance experience is an asset.

**Core Competencies**

* Excellent oral and written communication abilities.
* Excellent time management and prioritization skills, as well as the ability to meet deadlines.
* Ability to execute a multitude of tasks and projects concurrently.
* Attention to detail to ensure the completion of tasks properly and accurately.
* Adaptability to changing strategies, methods, and responsibilities as the organization evolves.
* Collaborative problem-solving involving the solicitation of input and ideas from others.
* Discretion and dependability with sensitive information.
* Ability to communicate with a variety of stakeholders.

**Working Conditions**

* This position is set in an office setting.
* Overtime may be required.
* Working hours are generally from <insert time> to <insert time>.
* This position is subjected to high pressure due to work volume, and goals, an overall fast paced environment.
* Formal COVID-19 precautions are in place for employees.