



Director of Operations – Part-time (25-30hrs/week)

Reports to: 1HOPE Board Chair

General Description:

The 1HOPE Director of Operations organizes and oversees the daily operations of the organization to ensure that deliverables are well-coordinated across staff and volunteer teams. The Director of Operations executes on the organization's operational plans for its initiatives while coaching and leading the team of staff and volunteers to advance the organizations mission.

The areas of responsibility for this role is broad and thus requires thorough knowledge of various organization processes. The ideal candidate must be competent and able to plan many different kinds of operational activities. He/She must be an excellent leader who can discover the most efficient ways to run the organization to meet its goals to ensure the organizations long-term success.

General Responsibilities:

- Oversee day-to-day operations of the organization and its initiatives
- Implement operational plans and ensure organizational goals are met in collaboration with the 1HOPE board of directors and staff
- Monitor program success and make recommendations for process improvements
- Oversee and supervise 1HOPE staff and volunteer leaders to ensure that initiatives are advanced and program metrics are being achieved
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goal
- Evaluate program success and staff outcomes
- Work in partnership with 1HOPE board chairs for initiatives / organizational development (i.e. Neighborhood Engagement Chair & Marketing / Communications Chair)
- Identify, develop, and manage volunteer team leads for initiative areas of 1HOPE
- Oversee a multi-level web presence (Website, Facebook, Twitter, etc.)
- Apply for local, state federal and private grants
- Liaison between organization and other contracted entities

Qualifications:

- Associate degree minimum, Bachelor degree preferred
- Experience in organizational and leadership development with a proven track-record for meeting goals and objectives
- Excellent oral and written communication skills
- Enjoy working with diverse collaborative teams
- Proficient in Word, Excel, Outlook, and PowerPoint



Competencies:

The knowledge skills and personal attributes needed to attain the results expected from a top Director of Operations:

Service – Volunteers and partners recommend us to others

- Treats internal and external volunteers, vendors as partners
- Identifies team needs and addresses them
- Identifies and acts on ways to add value
- Identifies and acts on opportunities to expand the relationship
- Is responsive to the organizations needs

Lifelong Learning – Training and Continued Education

- Continually builds own knowledge and expertise as well as opportunities provided by the organization
- Is open to new ways of doing things
- Offers to coach/assist others with less experience
- When problems arise, shares expertise to help resolve the issue
- Makes self-accessible for questions even when under stress

Integrity and Ethics – Do the right thing

- Makes decisions and acts with the organizations long term interest in mind
- Acts with integrity, maintaining the highest ethical standards.
- Is flexible and changes quickly based on the organizations changing needs

Attention to Detail

- Thoroughness in accomplishing tasks for concern in all area's involved, no matter how small
- Monitors and checks work or information and plans and organizes time and resources efficiently even under the pressure of multiple demands

Team Player

- Works cooperatively with others toward accomplishment of a shared goal as opposed to working separately or competitively
- Leverages own strengths and demonstrates understanding of weaknesses in order to most effectively contribute to a project
- Knows when to lead and when to follow
- Reinforces the team concept through all actions