

Director of Operations Job Description

About the Opportunity:

Chelan Valley Hope is a grass-roots, local 501c3. We depend exclusively on the generosity of donors for revenue, and the commitment of willing volunteers for the majority of our workforce.

We offer one-stop access to a host of essential local and regional services in a welcoming, confidential setting where everyone is treated with dignity and compassion. We create unique plans for each of our clients to assure that they receive the specific assistance they need.

The Operations Director is a 40-hour per week position and will report to the Executive Director. The ideal candidate will be highly organized, experienced, an excellent communicator and “people person”, with a collaborative approach to leadership, and a commitment to CVH’s mission and vision.

Fundraising and Communication:

- An experienced fundraiser with a track-record of meeting (or surpassing) ambitious fundraising goals.
- Manage fundraising including implementing annual plan to diversify, renew and increase contributions.
- Manage corporate and foundations donor relations.
- Oversee individual giving and fundraising events.
- Work towards creating a strong community connection through streamlined and consistent communication in order to garner new fundraising opportunities.

Leadership and Staff Management:

- Ensure ongoing program excellence and rigorous program evaluation.
- Maintain consistent quality of finances and administration in order to communicate clearly to the Board.
- Develop, in partnership with the Board and Executive Director, a strategic plan with accompanying reporting mechanisms showing progress toward established goals.
- Provide updates on strategic plan progress to the board with the information needed to make informed decisions.
- Actively engage and energize volunteers, board members, committees, partnering organizations, and donors.
- Support a strong Board of Directors; seek and build board involvement with strategic direction for both ongoing operations as well as for expansion opportunities.
- Develop, coach, lead, and retain a high-performing, collaborative team of volunteers and paid staff.
- Prepare annual budget for Board approval and ensure compliance to budget throughout fiscal year; manage financial reporting process.
- Establish a review process and complete timely performance reviews for paid staff.
- Foster an organizational culture of results, learning, innovative thinking, responsibility, accountability and pride.

Program:

- Oversee the implementation of new programs offered by CVH and grow existing programs.
- Maintain up-to-date information concerning resources that are available to people in need.
- Develop effective systems to evaluate established programs and effectively communicate to Board, donors, and other constituents.
- Support program staff in recruiting and training volunteers.

Personal Characteristics:

- Outstanding oral and written communication skills, including public speaking for formal and spontaneous presentations.
- The belief in the mission of CVH to build strong, safe and self-sufficient individuals, families, and communities.
- A straightforward nature, able to share information easily and listen, as well as give advice, impart trust and integrity, and guide others in a similar fashion.
- An ability to handle difficult client, staff, volunteer, and Board situations with appropriate skill and sensitivity.
- A strong work ethic; a willingness to work hands-on in developing and executing a variety of activities ranging from internal day-to-day operations to those that are external, highly impactful, and visible.
- A dedicated, mature individual who has the ability to maintain balance and perspective.
- Accountable to Executive Director.

Office Supervision and Management

- In collaboration with the Executive Director, manage staff, conduct performance reviews, develop job descriptions, and make recommendations on staffing.
- Perform human resources functions including on-boarding new hires, maintaining employment records, and administering benefits plan.
- Oversee execution of policies and business practices. Periodically evaluate current policies and propose improvements to increase effectiveness and efficiency of office operations.
- Lead and manage weekly staff and volunteer meetings; direct and oversee office personnel tasking.
- Oversee management of electronic records, including member and donor databases.
- Oversee external communications including maintenance of the website. Oversee other administrative support as needed, including community mailings and publications.
- Manage staff and assist with all special events, including fundraising dinners, and auctions.
- In collaboration with the Facility Committee and Executive Director, coordinate contractors and other service personnel in providing facility maintenance and renovations.

QUALIFICATIONS

In order to meet their responsibilities, the ideal Director of Operations candidate will be and/or have:

- A Bachelor's degree.
- A high achieving professional with 5+ years of relevant experience and who knows how to recruit, oversee, coach and develop staff at all levels;
- An exceptional relationship builder who has experience quickly gaining the confidence of and building trust with a Board, staff, donors, program partners, clients, and broader community leaders;
- Knowledge of fundraising strategies and donor relations unique to the nonprofit sector.
- Knowledge of personal computers, electronic mail, social media platforms, hardware and software such spreadsheet or database management, Excel, MS Word, and Quickbooks.

OTHER REQUIREMENTS

Possession of, or ability to obtain, a valid Washington state driver's license.