

**Springboard To Opportunities**  
**Director of Operation**  
**[www.springboardto.org](http://www.springboardto.org)**

**Organization:** Springboard To Opportunities connects families living in affordable housing with resources and programs that help them advance themselves in school, work, and life. We do this by working directly with families, as well as by establishing strategic partnerships with other organizations that help residents achieve their goals.

**Reports To:** Chief Executive Officer

**Classification:** Full-Time (Exempt)

**Supervisory Functions:** Community Specialists

**Major Function:** As a member of the leadership team, the Director of Operations will participate in a broad range of organizational operations. The Director of Operations will focus on supporting staff directly tasked with implementing Springboard's "radically resident-driven" approach to resident services. Applicants who have previous program, management, administrative and communications experience are preferred. An understanding of the philanthropic and the non-profit sector is a plus.

- **Serve as a Senior Management Team Member** - Create a high-performing work environment, develop strategic plans, and overall staff capacity. Oversee day-to-day staff operations to advance the overall mission of Springboard to Opportunities. Provide programmatic leadership and input for all strategic plan implementation processes with the Chief Executive Officer and Managing Director. Work with the Chief Executive Officer and Managing Director to assist with program evaluation, data collection and analysis in effort to quantify the impact of the work of Springboard.
  - Develop and manage workplans for all onsite staff. Develop and manage local partnerships with community organizations who can assist and support Springboard's work. Develop and implement training programs and retreats to expand the capacity of all staff. Prepare and submit an annual operational budget, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- **Leverage Opportunities** - Oversee external and internal learning opportunities to assist staff in increasing capacity and leadership skillset (this includes leading monthly staff meetings). Identify opportunities for Springboard to leverage operational strengths and/or address organizational challenges. Provide effective and inspiring leadership by being actively involved in all programs and services, developing a broad and deep knowledge of all programs.
- **Create Relationships** - Serve as Springboard's liaison managing critical issues between Property Management and Owner that could impact overall site performance. Oversee day-to-day staff operations to advance the overall mission of Springboard to Opportunities. Support internal communications among staff and build positive

organizational culture. Manage and support organizational events and program activities as required.

### **QUALIFICATIONS:**

- Minimum of a B.A. and 3-5 years of relevant experience; Master's or the equivalent in work experience preferred
- Demonstrated commitment to improving quality of lives of low-income families
- Strong organizational management skills with the ability to coach staff to manage and developing high-performance teams
- Experience in grant writing
- Ability to develop and implement programmatic/operational strategies, preferably in a non-profit or philanthropy setting
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed
- Ability to work effectively with diverse groups and individuals (including varied personalities and work styles)
- Experience in operations, program evaluation, and supervisory skills
- Ability to manage multiple tasks in a responsible and dedicated manner
- Excellent oral and written communication skills
- Exceptional relationship builder
- Detail oriented and ability to meet deadlines
- Action-oriented, flexible, and innovative approach to management

This is a full-time (40 hours/week) position. Salary is competitive and commensurate with experience. Benefits include health insurance, short- and long-term disability insurance, paid time off and retirement plan.

Springboard To Opportunities is a 501©3 organization that connects families living in affordable housing with resources and programs to help with advancement in school, work, and life.

**Interested Candidates should apply at [www.indeed.com](http://www.indeed.com)**

**Key word(s): Springboard to Opportunities, director of operations**