**National Association for State Community Services Programs**

**Operations Director**

**Job Description:** The Operations Director is responsible for ensuring the office’s daily operations run smoothly and enhancing internal procedures in order for the organization to perform at an optimal level. The Operations Director works under the leadership of the Executive Director to implement processes and approaches that achieve the goals and objectives of the association’s strategic plan. The Operations Director also administers the organization’s financial, budgeting, and administrative processes—including contract development, HR, payroll, and benefits functions—with an eye to continuously developing and improving systems.

**Essential Duties and Responsibilities:**

****Administrative Leadership and Management**–** Serves as the Human Resources department of the organization.

* Work with the Executive Director and Board of Directors to define, implement and revise operational policies and guidelines for the organization.
* Analyze current operational processes and performance, recommending solutions for improvement when necessary.
* Assist in the creation of job descriptions, hiring of competent personnel, oversee employee training programs, and develop and implement staff evaluations.
* Work closely with the Executive Director to lead the team with integrity and establish and maintain a trusting, inclusive, and productive environment.

Financial Management - Serves as the Accounting/Finance department of the organization.

* Implement an accounting system that provides the organization with quick access to financial information and enables strategic budgeting.
* Ensure that the organization is operating according to the current Financial Policies and Procedures and work with the Executive Director and the Board of Directors to review and update as necessary.
* Provide necessary documents to allow for preparation of monthly, quarterly, and annual financial statements. Review and disseminate as appropriate.
* Oversee budgeting, financial forecasting, and cash flow for administration, existing programs, and membership activities.
* Coordinate all audit activities.
* Supervise the collection of membership dues. Provide updates and next steps input to the Board of Directors as necessary.
* Work with the Training and Technical Assistance Program Manager to reconcile conference fees collected and to assist with the collection of invoices from conference and T/TA activities

Technology

* Oversee analysis of the current technology infrastructure and plan the next level of information to support the growth of specific programs and the organization overall.
* Lead NASCSPs technical contractors to meet IT needs (hardware and software) as the organization changes and grows.

Other Responsibilities

* Manage the organization’s physical infrastructure, office, and system maintenance (phone, internet, security, etc.).
* Serve as the lead of NASCSPs Member Services team.
* Supervise the T & TA Program Manager and the Program Support Associate.
* Provide administrative support for proposal preparation and grant writing association wide.
* Work with the national board of directors.
* Other duties as assigned by the Executive Director.

**Qualifications:**

The Operations Director will be thoroughly committed to NASCSP’s mission. All candidates should have proven leadership, mentoring, and relationship management experience. Concrete demonstrable experience and other qualifications include:

* Bachelor’s degree (MA/MBA preferred) in Business, Management, or Finance.
* 5+ years of experience managing human resources, finances, operations, and strategies.
* Demonstrated experience in financial management and accounting, ideally in the nonprofit sector.
* Knowledge of managing federally funded grants.
* Experience should include audit, compliance, budget, and resource development.
* Excellence in organizational resource management with the ability to develop, manage and coach staff; manage and develop high-performance teams; set and achieve strategic objectives.
* Excellence in organizational systems management with the ability to design new, more efficient processes; ensure policies are updated and relevant and that staff are compliant.
* Technologically savvy, with an ability to point to examples of having worked with IT staff to develop and implement new processes and systems that increased efficiency in a fast-moving environment.
* Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills.
* Ability to work effectively in collaboration with diverse groups of people at the federal, state, and local level.
* Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.
* Ability to travel up to 5%, attending NASCSP’s national conferences.

**Salary range** $86,000 - $104,543 based on experience and qualifications.Interested parties should send their cover letter/resume, in one PDF document, to [nascspempops@gmail.com](file:///H:\Job%20Descriptions_Postings_Searches\WAP%20Program%20Manager_Dec%202020\nascspempops@gmail.com). Please note the job title “Operations Director” in the “Subject” line.

Deadline for submissions is March 19th, 2021.

To learn more about NASCSP, please visit: [www.nascsp.org.](http://www.nascsp.org/)