



Director of Operations

Position summary

The Director of Operations is responsible for the management, oversight and evaluation of all the organization's programs in accordance with the standards set out by the organization. As a member of the senior management team, the Director of Operations participates in strategic planning, budgeting initiatives, problem solving and human resource management. They work within the guidelines, policies and mission of the organization and will be responsible for staff supervision and specific projects as assigned. Strong candidates will demonstrate a deep commitment to the mission and values of our organization, encompassing restorative justice, trauma-informed practices, equity and inclusion.

Pay, Schedule and Benefits

- Full-time (40 hrs/week), salaried, exempt
- Salary \$62,000/year
- Benefits include: Flexible Scheduling, Holidays, Paid Time Off, Health Reimbursement Arrangement (HSA), Retirement Plan
- Location: Winston-Salem, NC

Required Experience and Skills:

- Must have a Bachelor's degree in a Human Service or related field with 5+ years of experience; or an equivalent combination of training and experience in the nonprofit field
- Minimum of 3+ years of supervisory experience, with responsibilities including supervision of at least one direct report
- Strong ability to lead, supervise and develop a team of diverse staff in ways that build on their personal strengths, challenge growth and promote shared accountability
- Strong project management skills with the ability to organize workflow, coordinate projects, prioritize tasks, manage staff, maintain budgets and meet deadlines
- Strong communication and interpersonal skills to cultivate collaborative and effective relationships with various internal and external groups, including staff, youth, families and community partners
- High level of emotional intelligence, judgment, and integrity
- Strong conflict resolution skills
- Proven ability to display discretion in dealing with sensitive and confidential issues, using sound judgment, and problem-solving
- General office computer application skills are required to include email, word processors, spreadsheets, presentations, databases and other general software and internet-based applications
- General understanding of fiscal responsibilities to support budget and operational tasks

Responsibilities:

Human Resource Management (40%)

- Direct, plan and coordinate the work of the program staff including supervision, evaluation, development, training and team building
- Attend departmental meetings regularly to maintain effective communication

- Assist with establishment of comprehensive onboarding process for all staff, interns, and volunteers to ensure all new teams are equipped with the necessary knowledge, skills, and resources to succeed in their roles

Program Operations (40%)

- Responsible for the implementation, management, supervision and evaluation of all program activities in accordance with grant guidelines and organizational standards
- Responsible for the supervision and management of the data management software
- Compile, maintain and report on appropriate monthly, quarterly and annual program statistics
- Analyze trends in the program, identifying issues and developing and recommending solutions to the Executive Director
- Track and approve programmatic budget expenses
- Develop, implement and evaluate strategies to ensure we are meeting or exceeding program goals for enrollment, completion and quality of service for program participation
- Develop, implement, coordinate and evaluate recruitment strategies to attract a pool of diverse and high quality volunteers to support the programs
- Identify and form appropriate community partnerships for the delivery of workshops and the programs
- Other duties as assigned

Local Community Outreach (20%)

- Collaborate with community-based networks to support TRJ's contributions toward community-wide goals and collective impact
- Participate in community outreach opportunities including hosting a TRJ table when deemed appropriate

TO APPLY: Email cover letter & resume to Valerie Glass (valerie@triadrj.org) Questions can be directed to Valerie Glass through email or at 336-413-8425.

EOE/M/F/D/V/SO