



DIRECTOR OF OPERATIONS

<u>REPORTS TO:</u>	Deputy Executive Director
<u>DEPARTMENT:</u>	Headquarters
<u>STATUS:</u>	Full-time
<u>SALARY RANGE:</u>	\$80,000-\$95,000 Per Year

ABOUT RYASAP:

Established in 1985 and serving the Greater Bridgeport region, RYASAP (Regional Youth Adult Social Action Partnership) works to ensure the safe and healthy development of youth, young adults, and families by actively engaging organizations, public officials, and community leaders around issues that matter most to the community. By creating a “neutral table,” community members bring energy and focus, allowing candid conversations to emerge and the catalyst for change to begin. RYASAP’s work tackles the tough issues teens, their families, and their communities face: Community violence prevention, gambling/substance use education, juvenile justice reform, mediation, personal safety, suicide prevention, teen relationships, urban education reform, and youth leadership. RYASAP’s work has created statewide “best practice” models for other programs and communities’ adoption.

PRIMARY OBJECTIVE:

RYASAP’s Director of Operations plays a critical role in establishing organizational systems, strengthening internal processes and developing a sound infrastructure for the agency. S/he works with the Executive Director and leadership staff to build organizational capacity around data collection, operations, and training.

The Director of Operations will create, monitor and update systems and structured processes for all aspects of the agency’s operations. S/he will assist in the integration and development of the Salesforce CRM system for the agency and support the identification of means to leverage Salesforce more effectively for the organization.

COMPETENCIES:

Organizational Operations and Systems Management

1. Able to lead and inspire a team to improve performance on outcomes
2. Able to develop and operate the organization’s standards, systems, policies, and procedures to ensure compliance and accountability

REGIONAL YOUTH ADULT SOCIAL ACTION PARTNERSHIP

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website: RYASAP.org

3. Able to engage and equip staff at all levels of the organization to generate and use relevant program data to inform learning and improve performance on the mission
4. Able to translate program performance data into operational improvements to increase program effectiveness
5. Able to develop and strengthen database administration skills through online training, accessing professional training as needed
6. Able to oversee the formal project management of initiatives and projects executed agency-wide

Finance and Administration

1. Able to lead others to understand and use financial and operational systems effectively, so that resources are deployed efficiently in service of the mission
2. From an understanding of program operations and outcomes, able to train program staff to manage their budgets, expenses, and the ways their decisions impact both finances and true cost of delivering services to the target population

Executive

1. Able to enlist all levels of the organization enthusiastically in goals and objectives, by implementing systems and processes for continuous improvement at meeting the mission, informed by performance data
2. Able to ensure that all managers have all the necessary resources to do their work well, to improve incrementally, and to collaborate across teams, in service of the mission
3. Able to regularly celebrate individual and team accomplishments and improvements toward the mission
4. Able to convert performance data into actionable information to advance the organization's goals and objectives; able to expand urgency for improved performance to the appropriate roles

RESPONSIBILITIES:

Operations (70%):

- A. Assists in the creation of staffing, program, and organizational management models for the agency including reporting structures and processes for internal collaboration
- B. Identifies and rectifies any points of operational duplication of efforts, gaps in services/resources, or ambiguities in strategic execution within the organization and work with the Executive Director and Leadership staff to address deficiencies
- C. Works with Communications and HR staff to develop effective internal communication channels for the organization
- D. Works with HR and leadership staff to develop onboarding procedures for new staff
- E. Works with Business Analyst to identify tools to enhance the organization's infrastructure, collaboration, and accountability to mission outcomes
- F. Works with Director of Research & Evaluation, Deputy Director and Executive Director to identify ways to improve utilization of data/operations/financial management tools across the organization

- G. Works with leadership staff to develop agency-wide standards for staff for supervision, performance evaluation, and create a manual of best practices to govern these standards
- H. Creates processes for training and assist with any training needs for staff as it relates to new operational procedures
- I. Oversees the management of IT infrastructure and creation of policies that govern company managed devices

Salesforce CRM (15%):

- A. Supports the organization in its collective understanding and usage of Salesforce
- B. Oversees the development of organization wide and programmatic procedures and working manuals for data entry
- C. Gathers feedback from Leadership staff regarding opportunities to improve efficiency and effectiveness of system utilization

Financial (15%):

- A. Oversees the creation of operational procedures for financial systems utilization, assists in training, and supports staff in these areas
- B. Works with the Director of Development and Executive Director to analyze financial systems and programmatic/organizational outcomes to identify areas of need and develop a response to these areas

EXPERIENCE:

- Minimum of 5-7 years of increasingly responsible leadership/management positions including a keen understanding of nonprofit organizations and the dynamics of its operations
- Strong relationship development skills
- Must have the ability to manage highly competent people to high levels of performance
- Must have skill in establishing effective project management processes
- Must exhibit excellence in leadership within the organization and community
- Must have superior analytical and problem-solving skills
- Must have organizational skills and attention to detail
- Must be comfortable and proficient utilizing the latest technological tools for communication, record-keeping, and management
- Must have outstanding communication skills

EDUCATION:

- Bachelor's degree and/or training with an advanced degree in social services and/or public administration
- Operations, finance, administration, and data management experience and/or disciplines preferred

PERSONAL ATTRIBUTES:

- Must be a self-driven leader with a high level of integrity and positivity who can work independently
- Must be a strong administrator who values and develops RYASAP’s dedicated team of staff while holding people accountable
- Must be strategic, collaborative, and able to envision a bright future

BENEFITS:

The benefit package includes healthcare, dental, retirement, life and short-term disability insurance and PTO.

EQUAL OPPORTUNITY EMPLOYER:

RYASAP is an equal opportunity employer. All employees will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran or disability status.

TO APPLY:

Please submit a resume and cover letter to Hrresumes@ryasap.org