



Director of Operations Position Description

Hiring Date: August 30, 2014 (*or until ideal candidate is identified*)
Reports To: Chief Executive Officer (CEO)
Status: Full-Time, Exempt

Organizational Overview:

Charleston Promise Neighborhood (CPN) is a progressive nonprofit organization inspired by the Harlem Children's Zone to create a seamless continuum of wrap-around prenatal-to-college services. Through collaborative, multiyear funding support from the cities of Charleston, North Charleston, Charleston County, the Charleston County School District (CCSD), and philanthropic investors, we have formed a unique comprehensive public/private partnership focused on improving parent engagement, education, employment, housing, healthcare and community engagement in the 5.6 square mile area of Charleston County, South Carolina that straddles portions of the cities of Charleston and North Charleston. Please find additional information at www.charlestonpromise.org.

Position Overview:

Reporting to the CEO, the Director of Operations (DO) works with the CPN leadership team to ensure strong financial and operational systems are in place and to build and grow systems to support organizational development. The DO is a high-energy multi-tasker with dynamic leadership ability and responsible for the following critical areas: Finance, Administration (*including technology and office space*), and Board Support. The DO will have a passion for CPN's mission and a desire to serve in a culture committed to excellence.

Position Responsibilities include:

Finance, Accounting, Reporting, and Budgeting

- Manages and develops financial policies and procedures
- Produces accurate and timely monthly and annual financial reports, including grant and board reports
- Manages bookkeeping and accounting functions including monitoring operating expenses, and processing accounts payable and receivable
- Reconciles all business checking and money market accounts monthly and ensures that cash balances are reflected properly on the balance sheet
- Oversees the annual audit process by serving as the liaison to the auditors
- Manages the preparation and filing of state and federal tax returns, meeting all deadlines

Administration

- Oversees Human Resources by implementing HR policies and processes, including recruitment, payroll, compensation and benefits, performance evaluation, onboarding, teambuilding, training, and exiting processes, and keeps confidential employee records; maintains and updates Employee Manual as required
- Reviews and renews, as appropriate, insurance coverage including D&O, general liability, property, workers compensation, health, and other insurance
- Administers employee retirement plan and ensures compliance with federal guidelines
- Establishes partnership agreements, policies, and procedures; reviews and monitors all contracts to ensure compliance with terms and conditions
- Ensures effective utilization of technology to support finance, accounting, human resources, development, and programs, including IT maintenance and repair
- Manages CPN's compliance with all federal and state regulations; meets all reporting requirements and stays informed about current and/or changing regulations

- Works closely with the CPN team to design, plan and install systems related to programs and development, ensuring that they support all internal functions and provide data and analysis to support decision-making
- Reviews and renews, as appropriate, vendor contracts for office operations including phone, internet, copier, janitorial, etc.
- Ensures the smooth operations of all office administrative functions including office space, phones, mail, supplies, and reception

Board Support

- Maintains strict confidentiality in all matters related to employees and the Board of Directors
- Serves as the Board Liaison, and prepares all aspects of Board Meetings including agenda development, PowerPoint presentations, location coordination, and board calendar ensuring a board quorum
- Serves as staff liaison for the Board Audit and Finance Committee

Qualifications:

- Bachelor's degree in a related field preferred
- 3-5 years financial management and related experience including budgets, accounting, human resources, technology, and facilities, preferably in a nonprofit organization
- Mastery of Microsoft Word, Excel, and PowerPoint, and Financial Edge accounting software
- Advanced accounting and financial skills essential, nonprofit finance and accounting experience highly preferred
- Demonstrated ability to develop, implement, and manage business systems and processes
- A successful track record in setting priorities, keen analytical, organizational and problem-solving skills which support and enable sound decision-making
- Ability to multi-task with the skills to shift quickly and effectively among tasks and priorities in a resource-constrained organization
- Excellent communication and relationship-building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- Flexible and adaptive work style with the ability to thrive in a fast-paced organization
- Strong team player with a proactive, service-oriented attitude

How to Apply:

Please email a compelling cover letter, résumé, writing sample, salary requirements, and 3 professional references in one attachment with **Director of Operations** in the subject line to: dosearch@charlestonpromise.org

No phone calls please.

Due to the high volume of applications, only those selected for interviews will be contacted.

CPN participates in e-Verify, as required by state law. Background check required.