



Position Description

Operations Director

Position:

Reporting to the Executive Director and serving as an integral member of the senior management team, the Operations Director is responsible for the development of the Center for Health Care Rights' operations and financial management goals and strategies. The position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization's operational realms and financial and business functions.

The position will have both internal and external facing responsibilities, ranging from client and project management (framing of key approaches, high-quality client service delivery, written operating and evaluation protocols) to administration (information technology, reporting, facilities), and human capital (human resources, recruiting, mentoring, career progression). The Operations Director will partner closely with the Executive Director to chart the organization's future growth and strategic responses to variable demands for the organization's services.

The Operations Director will be responsible for developing systems for, ensuring implementation of, and day-to-day management of: bookkeeping tasks (provided by the agency's outsourced accounting vendor); overseeing payroll service; City/County/State grant reporting; managing the organization's human resources processes, overseeing the creation of organizational and program budgets in collaboration with the Executive Director, agency data systems, and other relevant duties as assigned.

This position will interact with the Board of Directors and key organizational contacts in governmental, private nonprofit, and collaborative bodies. Finally, the Operations Director will cultivate positive relationships with public and private funders.

Primary Responsibilities:

Strategy, Vision and Leadership

- Contribute to the development of CHCR's strategic goals and objectives as well as the overall management of the organization
- Develop and implement policies and procedures with respect to all aspects of organizational operations
- Advise the Executive Director and other key members of senior management on financial planning, budgeting, cash flow, revenues, and policy matters
- Maintain continuous lines of communication, keeping the Executive Director informed of all critical issues
- Represent the organization externally, as necessary, particularly with funders, banking relationships, and lease matters

Team Development/Leadership

- Oversee, direct, and organize the work of the operations and finance teams
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments
- Mentor and develop staff using a supportive and collaborative approach; monitor and evaluate results
- Develop and implement training programs and retreats to expand the capacity of all staff

Operations

- Upgrade and implement an appropriate system of policies and procedures for all operational components
- Provide analytical support to internal management team including development of internal management reporting capabilities
- Maintain active communications with vendors responsible for Information Technology, phone, office equipment and other administrative support tools/equipment
- Manage grantor contracts and reimbursement requests
- Maintain archival and administrative files
- Provide overall management of human resources functions, including maintaining effective systems for payroll, employee benefits, reviews, benefits, and other human resources functions
- Provide facilities management; monitor supplies and equipment
- Supervise support staff and interns
- Analyze and maintain necessary organizational insurance policies
- Meet with Executive Director for regular supervision
- Adhere to the Center's policies and procedures
- Complete other duties as assigned by the Executive Director

Finance

- Ensure the continued financial viability of the organization through sound fiscal management
- Prepare and submit for review and approval an annual organizational budget, manage effectively within this budget, and report accurately on progress made and challenges encountered
- Implement (and upgrade as necessary) appropriate systems of policies, internal controls, accounting standards, and fiscal procedures
- Provide oversight and support the Center's relationships with contractors such as fiscal, human resources, outsourced accounting services, strategic planning, management and others
- Serve as the management liaison to the board and audit committee; effectively communicate critical financial matters at select board of directors and committee meetings
- Improve and maintain administrative and operational accounting services such as asset management, retirement plans, grants payments processing, payroll, accounts payable, and purchasing
- Develop long-range fiscal forecasts and monitor near-term cash flow projections
- Maintain active monitoring of agency checking accounts and sign checks

- Compile, manage, process and prepare materials for annual audit
- Develop, maintain and monitor all fundraising accounting systems and procedures capturing all pledges, billings and receipts, while recommending and implementing improvements to systems

Qualifications:

- A Bachelor's degree in business, nonprofit administration or similar coursework (education requirement may be waived based on documented professional experience)
- Demonstrated commitment to serving the needs of seniors and/or people with disabilities
- Minimum three years' experience in a senior management role ideally with both external audit and in-house financial management experience gained in a mature organization
- Experience either as an employee or board member of a nonprofit organization; must be familiar with nonprofit finance and accounting regulations
- Ability to work independently with a strong sense of focus, be task-orientated, non-judgmental, and have a clear sense of boundaries; ability to motivate others towards achieving their goals
- Excellent judgment and creative problem-solving skills
- Familiarity with standard operations software such as MS Office, phone systems, computer networks and security applications
- Demonstrated ability to multitask
- Superior management skills; ability to influence and engage direct and indirect reports and peers
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, staff and board of directors
- Valid California driver's license and proof of insurance; must be able to legally operate a motor vehicle and have own transportation
- Background Check & Screening: applicants considered for hire must pass a criminal background check

Position Classification: Salaried-Exempt

Salary and Benefits: The starting salary range is \$75,000-\$85,000 depending upon qualifications. Employer provides 100% paid premium health and dental benefits and paid parking. CHCR offers a voluntary and self-funded tax-deferred annuity program and supplemental insurance. Generous paid time off including paid holidays, vacation, and sick leave. The expectation will be that this position will work primarily in the office with some flexibility for remote work

How to Apply

Send resume and cover letter by clicking on the following link and following the instructions:
www.FindALeader.org/CHCROperations

For a more detailed position announcement, please see www.healthcarerights.org/employment/.

Center for Health Care Rights, an equal opportunity employer, encourages all applicants to apply, and does not discriminate based on race, ancestry or national origin; color; sex; sexual orientation; religion; physical disability; marital status; or age.