



Director of Operations

Reporting to the CFO, the Director of Operations will work closely with members of the executive team and their counterpart, the Director of Finance, to lead and manage the operational functions for [Excelencia in Education](#), a \$3.5 million (growing to \$5 million in 2 years) organization. *Excelencia in Education's* mission is to accelerate Latino student success in higher education by promoting Latino student achievement, conducting analyses to inform education policies, advancing evidence-based practices, and collaborating with those committed and ready to close equity gaps in degree completion.

In this role, you will oversee human resources, data/knowledge management, information technology, facilities, office management, and special projects. You will partner with and manage outsourced vendors and external consultants, and supervise and support a fast-growing team of managers and coordinators. *Excelencia* is a fast-paced and quickly evolving nonprofit organization with a small and dynamic team deeply committed to its mission and community. As we grow, we will rely on you to proactively ensure seamless daily operations for the organization and build the infrastructure for our future. Along with leadership, you will assess and ensure our capabilities, organizing our resources to achieve the programmatic and impact milestones we set. Your role is to be an inspiring change agent, supporting a strong, engaged, and healthy culture focused on achieving our strategic initiatives. This is a solutions-oriented role and a great opportunity for someone who likes to roll up their sleeves and get the job done.

Responsibilities

- Human resources and talent management. Work closely with internal team members and strategically leverage external consultants to refine existing processes and protocols to develop the *Excelencia* team. Responsibilities include hiring and onboarding processes, performance management processes with supervisors, staff training needs, and serving as a resource to staff regarding their benefits.
- Data/knowledge management. Working closely with team members and external consultants, develop and manage accessible systems/processes to document experiential learnings and leverage them to realize operational efficiencies and build a stronger shared understanding of our collective work.
- Information technology. Ensure the organization has the appropriate IT systems, software, and hardware to meet its evolving needs. When appropriate, leverage external consultants and vendors.
- Facilities & office management. Manage office and remote work arrangements and ensure resources are well-managed and available to support staff in their work.

Qualifications

- Undergraduate degree in business administration, public administration, or a related field; advanced degree helpful.
- At least 5 years of experience in organizational operations management, including at least



3 years in a management role involving supervision of other staff.

- Experience in implementing or overseeing the various components of nonprofit organization administration, including HR, IT, facilities management, and purchasing.
- Demonstrated track record in establishing and managing administrative systems and procedures.
- Proficiency with technology, particularly QuickBooks and Microsoft products, and related tools. Familiarity with customer relationship management (CRM) and project management software preferred.

Attributes

Excelencia seeks an individual with the following attributes, which will also be considered in evaluating the performance of the person hired for this position:

- Continuous learning. Our work is evolving and the context in which we work is dynamic. Be humble before the work. Be curious. Be a continuous learner. Gain a deep understanding of the *Excelencia* voice, positions, and body of research. Then embody this voice and apply this understanding to all communications.
- Collaboration. We expect all staff to be team players to meet organizational needs and serve the mission. That means being team-focused but internally motivated. Sometimes it means leading and other times it means following.
- Reliability and consistency. Set deadlines for yourself based on your best estimate for producing quality products and completion. Strive to meet your deadlines even if it requires putting in extra time and effort. Should you need to change a deadline, communicate revised schedules to those involved.
- Communication. Communication is key to effectively serving *Excelencia's* mission. Asking questions to confirm your understanding of *Excelencia's* strategies is important to becoming an effective *Excelencia* staff member and representative.
- Persistence and structure. Be able to formalize plans and carry them through to achieve goals. Give strong attention to timely follow up and follow through in all activities.
- Strategic thinking. Seek expertise in *Excelencia's* body of work and research, then apply and translate it to the portfolio. Be eager to capture and synthesize learning from the network. Be able to identify salient points and use them to enhance the overall work of the organization and its administrative functions.
- Commitment to the organization. By understanding *Excelencia's* history, relationships, and the ways we built the organization, we are better prepared to support *Excelencia's* growth and increase our impact. Be willing to learn and support our vision and help us advance the work.

What's Attractive to the Right Candidate?

- Our mission. We are building a powerful and wide sweeping movement to accelerate



Latino student success in higher education, which in turn addresses the U.S. economy's need for a highly educated workforce and civic leadership.

- **Impact.** This is a pivotal time in our development. As a member of the team, you will play an active role in supporting the organization's process to enable more higher education institutions to actively accelerate Latino student success.
- **Growth.** This Director of Operations position gives you an opportunity to capitalize on a strong foundation with a demonstrated capacity to grow while using your skills and experience to strengthen the organization.
- **Visibility.** Your work will be visible to funders, educational institutions, and leaders in federal, state, and local education and government.
- **Compensation.** We offer a competitive compensation plan that includes medical, vision, and dental insurance; paid leave, sick time, and holidays; time off between Christmas and New Year's; a retirement plan with employer contribution; and more.

To Apply

Simply email your resume to Aileen Hedden at resumes@staffingadvisors.com with "**Excelencia – Director of Operations #2021-2644**" as the email subject. Please include your resume as a Word or PDF attachment to the email and paste your cover letter in the body of your email.

Please note: our practice is to not disclose the salary ranges our clients would consider. Any salary information included in this posting was estimated without our input.

Staffing Advisors is committed to reducing bias in every aspect of the hiring process. We have long recommended an evidence-based approach to hiring. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law. This position may require pre-employment screening potentially including a criminal background check, verification of academic credentials, licenses, certifications, and/or verification of work history. You can learn more about our actions on our blog.