

**JOB TITLE:** Director of Operations

**CLASS:** Management

**CATEGORY:** At-will

**STATUS:** Full Time, Exempt

**BENEFITS:** Eligible

**REPORTS TO:** Board of Directors

**SALARY RANGE:** \$40,000-\$56,000 (initial salary ordinarily not more than median)

**LAST UPDATED:** January 23, 2013



**JOB SUMMARY:**

The Director of Operations is part of the Senior Management Team that shares executive responsibility for the organization as a whole. This position is specifically responsible for ensuring compliance with fiscal, reporting and records requirements and the sufficiency of the infrastructure that allows Free Geek to continue to fulfill its mission. The incumbent will be expected to build team strength and cohesion across all organizational levels in the Operations Department.

**DETAILED ESSENTIAL RESPONSIBILITIES:**

**Departmental Management and Oversight**

- Hire, evaluate, mentor and discipline 4-8 FTE including one or more subordinate managers.
- Provide overall financial oversight and monitoring of fiscal controls in compliance with all legal and policy requirements.
- Ensure that all relevant financial and operational data and analyses are presented to the Senior Management Team and Board of Directors accurately and in a timely fashion.
- Invoice to funding sources, including the calculation of completed units of service.
- Disburse checks for Free Geek expenses.
- Collect, organize and preserve fiscal documents and other records in accordance with relevant laws, policies and industry best practices.
- Meet regularly with other managers and stakeholders to discuss financial issues.
- Oversee risk management and legal activities such as letters of agreement, contracts, leases, and other legal documents and agreements.
- Procure, monitor and manage business insurance policies.
- Work with information technology staff and vendors to ensure the ongoing maintenance and updating of information systems and infrastructure including hardware, software, and applications selection and development.
- Work with receiving and recycling staff and vendors to ensure the efficient, cost-effective and environmentally responsible disposition of donated consumer electronics and other items that

are not incorporated into Free Geek's production stream.

- Ensure the smooth and safe daily operations of the physical plant, equipment and office activities.
- Ensure that the facilities are properly maintained.
- Ensure compliance with industry best practices and relevant legal requirements for data destruction and other security measures to protect data on donated devices.
- Other duties as may be necessary or desirable.

### **Senior Management Team Participation**

- Propose strategic priorities and annual budget to the Board.
- Actively engage the Board in necessary conversations about relevant issues and information.
- Ensure a positive public image for Free Geek.
- Ensure adequate organizational income and responsible organizational expenses.
- Align all operations with Free Geek's mission, values and goals.
- Hire, evaluate, mentor and discipline a Human Resources Partner who crosses departmental lines; otherwise ensure the ongoing proper execution of all human resource functions.
- Propose hiring decisions, performance evaluations and disciplinary actions regarding other members of the Senior Management Team to the Board.

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Ability to effectively guide and direct the work of employees with a broad range of duties and skill levels.
- Ability to clarify areas of agreement and call out areas of disagreement in order to help team members articulate and hear legitimate concerns and ability to implement decisions even in the absence of unanimity.
- Intermediate to advanced knowledge of principles and practices of non-profit management, such as would typically be gained by 3-5 years of full-time progressively responsible experience in non-profit organizations.
- Basic knowledge of Generally Accepted Accounting Principles.
- Intermediate to advanced knowledge of principles and practices of project management, such as would typically be gained by 3-5 years of experience regularly leading information technology, accounting, facilities or strategic planning projects to successful completion.
- Ability to effectively manage a broad range of projects and activities at one time.
- Ability to develop and maintain organized systems.
- Ability to demonstrate working knowledge of methods specified by the Defense Security Service's Clearing and Sanitization Matrix and the National Institute of Standards and Technology's data sanitization standard within one month of hire.
- Bachelor's degree with coursework in management or work experience that provides equivalent skills, knowledge and abilities.
- Ability to routinely maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Proficiency with using standard office software.
- Fluency in written and spoken English.

- One year of supervisory experience.
- Ability to identify organizational strengths, weakness, opportunities and threats over a five-year planning window.
- Ability to map strategic priorities to budget line items.
- Ability to synthesize large amounts of information from diverse sources into concise reports.
- Ability to recognize and predict responses to organizational actions by varying constituencies.
- Intermediate to advanced knowledge of principles and practices of budget management.
- Ability to apply multiple methods of analysis to complicated problems.
- Strong motivation and aptitude for self-directed learning.

**DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek employment or volunteer experience.
- Fluency in Spanish or another language besides English.
- Basic knowledge of principles and practices of IT systems administration.
- 3-5 years of supervisory experience.