



# Director of Operations

December 2021

The mission of Tech Goes Home is to empower communities to access and use digital tools to overcome barriers and advance lives. Reporting to the Chief Operating Officer (COO), the Director of Operations will be responsible for the oversight of administrative and financial systems including finance, accounting, information technology, human resources, and physical infrastructure. The Director of Operations will ensure that TGH's financial, personnel and organizational systems accurately and efficiently support its day-to-day needs and its long term growth and evaluate/analyze situations using relevant data gathered to make decisions, identify gaps and recommend changes. Applications will be reviewed on a rolling basis. We encourage all candidates to complete their application by December 31, 2021. Our goal is to have the Director of Operations start in February/March.

## Human Resources & Compliance

The Director of Operations will drive key human resource initiatives. They will have overall responsibility for recruitment of staff, onboarding, and termination, and exit interviews. The Director of Operations will also partner with the Chief Operating Officer and the rest of the leadership team to ensure that the focus remains on the organization's mission while maintaining TGH's culture and values.

- Further develop TGH's human resources and administration, enhancing professional development, compensation and benefits, performance evaluation, training, and recruiting.
- Reviews current practices and policies to assess and analyze the extent to which they support or hinder TGH's strategic objectives.
- Standardize HR systems and practices across the organization.
- Oversee and manage TGH's HR systems (TGH's payroll and benefits management system)
- Implement best practices; institute employment policies, benefits, training, and regulatory compliance.
- Responds to employee and leadership inquiries on all matters related to employment practices, policies, laws and compliance.
- Lead the annual employee performance review process, including ensuring that the team submit all materials by the deadlines.
- Manage hiring practices, including posting new positions, organizing applicants, conducting initial screens, ensuring a diverse applicant pool, managing the interview process, and finalizing offer letters.
- Work closely and transparently with all external partners including third-party vendors and consultants.
- Manage and resolve complex employee relations matters in a consistent, empathetic, and legally sound manner.
- Identify and escalate matters that pose a significant risk to the organization to the COO in a timely manner.

- Liaise with legal counsel and manage contracts and agreements.

## Finance and Budgeting

The Director of Operations will work closely with the Co-CEOs to strengthen TGH's financial position. The person in this role will continually evaluate best industry practices in comparison to internal systems and needed resources, with an eye toward both future needs and budget realities.

- Serve as the primary liaison to TGH's contracted finance firm as well as banking, vendors, and others, answering questions, providing invoices or other statements, and managing the day-to-day needs while keeping the Co-CEOs up to date.
- Manage day-to-day finance operations, including: processing deposits, payables, invoicing, and reimbursements.
- Create, update and implement all necessary business policies and accounting practices; TGH's overall policy and procedure manual.
- Oversee and lead annual budgeting and planning process in conjunction with the Co-CEOs and financial firm; administer and review all financial plans and budgets; monitor progress and changes; and keep the leadership team abreast of the organization's financial status.
- Update and maintain a robust contracts management and financial management/reporting system; ensure that the contract billing and collection schedule is adhered to and that financial data and cash flow are steady and support operational requirements.
- Analyze and present financial reports in an accurate and timely manner; clearly communicate monthly and annual financial statements; collate financial reporting materials for all donor segments, and oversee all financial, project/program and grants accounting.
- Maintain internal control safeguards and oversee all audit activities in partnership with accountants.
- Manage organizational cash flow and forecasting.
- Draft and track budget proposals, financials, and reporting on foundation grants.
- Effectively communicate and present the critical financial matters to the Co-CEOs and board of directors.
- Manage contracts and invoicing with vendors and contractors.

## Administration/Operations

The Director of Operations will serve as a partner to the Chief Operating Officer (COO) on the organization's administrative and operational processes, with a goal of continuously developing and improving systems. They must evaluate and improve TGH's information technology infrastructure, implementing new technologies to support key capabilities as required for future growth, and to support.

- Oversee administrative functions as well as facilities to ensure efficient and consistent operations as the organization scales.
- Develop key organization-wide systems, policies, and processes.
- Design and lead the TGH knowledge management strategy with the support of all TGH departments.
- Plan and manage scheduling and logistics related to team meetings and retreats.
- Serve as scheduling liaison for the Board of Directors.

- Organize the office layout and ensure the team has all necessary equipment, software, and supplies.
- Support the maintenance of website pages.
- Coordinate incoming/outgoing mail and packages.
- Coordinate office communication systems including phones, email, and office calendar.
- Ensure physical work spaces and digital accounts are fully operable for existing and new employees and interns.
- Troubleshoot office equipment and technology problems onsite and for remote staff and assist with office technology maintenance and upgrades.

## Qualifications

- A minimum of 5-7 years of nonprofit management experience, with at least three years managing the finance, human resources, and operations of a \$3-\$10 million organization.
- Demonstrated success leading planning efforts and running operationally effective organizations that have multiple functional areas.
- Ability to develop procedures to track information, maintain proper internal controls, confidentiality, and ensure data security.
- Demonstrated ability to choose priorities effectively and problem solve to meet deadlines.
- Success achieving goals and outcomes in a fast growing organization.
- Demonstrated experience in financial management and accounting, including experience with audit, legal compliance, and budget development
- Organization development, human resources management experience
- Commitment and experience in diversity, equity, inclusion, and belonging best practices and continuous learning; able to ground their work and leadership within their own learning journey and lived experience.
- Training and certification in diversity, inclusion, equity and belonging in the workplace, implicit bias, and unconscious bias.
- Proven effectiveness managing others, empowering them to make decisions
- Technologically savvy, with experience overseeing information technology
- Experience effectively communicating key data, including presentations to senior management, the Board, and external stakeholders.
- Success seeing beyond the numbers, identifying trends and new possibilities.
- Technical skills and demonstrated experience using job-required software applications or the desire and ability to receive training, including Google suite, Zoom, Salesforce, Form Assembly, and payroll systems.
- Eager to learn new skills through training and mentorship.
- Exceptional attention to detail, commitment to accuracy, and time management skills.
- Strong written and verbal communication skills.
- Demonstrated organizational skills.

## Personal Characteristics

- Excellent interpersonal and team skills
- Outstanding communications skills, written and oral
- Demonstrated resourcefulness and good judgment
- Hands-on, leads by example

- Values diversity of thought, backgrounds and perspectives
- Ability to multitask while maintaining vigilant attention to details
- Integrity/ethics beyond reproach
- Constantly looking to apply best practices
- Predisposition to mentor and subsequently increase responsibilities as team develops
- Connection to TGH's mission

## Compensation and Benefits

TGH strives to offer competitive salaries and benefits within the nonprofit field. Paid time off, extremely generous benefits, and a real commitment to work/life balance are standard. Professional development is guaranteed as you learn about the workings of a rapidly growing nonprofit. Salary range is \$80,000 - \$95,000 depending on experience.

At this time, all TGH staff are working hybrid, with assistance for the resources needed to do so. With consideration and proof of vaccination, employees work a flexible on-site schedule each week. TGH is in an attractive shared workspace close to the Back Bay Station. When it is safe, TGH will evaluate conditions to determine how to resume in-office working.

TGH is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. TGH is committed to building a diverse staff and strongly encourages women and people of color to apply.

## To Apply

To apply, label your resume and cover letter with your last name and “resume” or “cover letter.” Attach all materials on the [TGH application form](#).