

Title: Operations Director

Reports to: Executive Director

Job Location: Cleveland office

Salary: \$85,000-90,000 commensurate with experience and qualifications

Organization

Kinnect is a private non-profit that was founded in 2005. Kinnect leverages its leadership expertise to design programs, products and services that transforms the child welfare system. Kinnect leads innovation to reduce the time that children spend in the child welfare system and to prevent entry into the child welfare system. Kinnect achieves this by partnering with organizations to transform beliefs, values and actions to ensure permanent families for all children in the shortest time possible. We believe that childhood is a fundamental human right and that all children deserve permanent families. We believe that every day that a child is in foster care, separated from their kin and community is a day in crisis. We embrace hope, possibility and innovation and we treat everyone with dignity and respect

POSITION SUMMARY

The Director of Operations is accountable for facilitating the design and deployment of the operational infrastructure required to support Kinnect's mission and strategic plan. In close partnership with the Executive Director, Kinnect's leadership team and the Board, the Director of Operations will be accountable for aligning resources and processes to best achieve specific key performance indicators.

The Director of Operations is integral to the overall operation and must work collaboratively to build a culture of trust and transparency while delivering keen insight and informed, timely decisions that impact the organization ability to meet its commitments and objectives.

The Director of Operations should be highly motivated, able to handle stress, able to manage multiple priorities successfully at one time with a positive attitude and willingness to work through and manage change.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Leadership

1. Provide leadership oversight and administrative direction to Office Coordinator, Administrative Services, Marketing and Communication and support to Accounting/Finance.
2. In partnership with the Administrative Services Manager build and maintain a high performance, team-oriented culture through effective policies/practices, performance management and support, retention and development of staff talent, and implementation of recognition as well as coaching practices that align with professional and organizational goals.
3. Work as a member of the leadership team to devise strategies and policies to meet the emerging demands of Kinnect.
4. Lead organization wide activities that support team building and contribute to a culture of partnership, integrity, outcome focused, innovation, diversity, equity, and inclusion.
5. An understanding and ability to execute the Dare to Lead Leadership Framework.
6. Work with the leadership team in ensuring the execution of the Strategic Plan for the organization.

Operational Excellence

1. Manage and supervise the day-to-day operations of the organization.

2. Support the Executive Director and Program Directors in improving, developing, documenting and tracking of performance metrics for the organization.
3. Develops standards to measure and evaluate Kinnect's financial and operational performance and report results to senior management and Board of Directors.
4. Work in partnership with the Executive Director, Accountant and CFO to ensure annual budgets are developed and support the oversight of the management of the budgets with the Program Directors and the Executive Director.
5. Attend Finance and Human Resources Committees and Board of Directors meetings, preparing and presenting reports as required.

Infrastructure Management

1. Support the Program Directors in the management of their budgets as well as the budget of the entire organization.
2. Create, implement, and execute a contract management strategy for the entire organization.
3. Oversight of vendor and contract management while building positive working relationships with vendors and contractors.
4. Oversee the Information Technology function by providing oversight, direction and coordination related to organization-wide technology planning and utilization, to include integration of information systems, voice and data networks and telecommunications. Ensure a secure and quality IT infrastructure for the effective delivery of IT services across the organization without interruptions.
5. Oversee the facilities management requirements including lease negotiation and compliance, remote work arrangement, safety and health, facilities maintenance, space planning, emergency procedures, policy development, communication, and documentation.

POSITION REQUIREMENTS:

Education & Certifications/Licensing

- Master's Degree in Human Resources, Non-Profit Management, Business Administration or a related field is required.

Skills, Knowledge & Experience

- 5-10 years of financial and operational management experience, including fund and grant accounting; compliance and reporting; contract negotiating across multiple programs with a budget of at least \$3 million.
- A minimum of five years in a leadership capacity, successfully managing and developing a strong team.
- Non-profit experience.
- A demonstrated track record of successful business operations management and project management.
- Proficiency in Microsoft Office Suite, as well as experience working with accounting and payroll software and information management.
- QuickBooks acumen.

Leadership & Management

- Demonstrate leadership, team management, and interpersonal and communication skills.
- Provide a strong executive presence and ability to interact with Board members.
- Communicates clearly and concisely.
- Develop and implement new strategies and procedures.
- Demonstrate strong analytical and problem-solving skills.

WORK ENVIRONMENT:

- Accessible building and office space with work stations, conference space, breakroom and accessible parking and restrooms.
- Physical requirements of the job include movement in normal office environment, occasional light lifting (less than 50 pounds), use of typical office equipment and technology.
- Kinnect follows all COVID-19 protocols as published by the Ohio Department of Health.

BENEFITS:

- Medical, Dental, Vision, Disability & Life Insurance, Retirement
- Paid Time Off
- Flexible Scheduling

LOCATION:

- This position is located in our main office E. 36th and Superior Avenue in Cleveland, Ohio.
- Free Parking.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

All employment decisions at Kinnect are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, or belief, national, social, or ethnic origin, sex (including pregnancy), age, size, physical, mental, or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union, or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.