



JOB TITLE: Director of Operations & Human Resources Administration

DEPARTMENT: Operations

SUPERVISOR: Chief Executive Officer

POSITION OVERVIEW: Responsible for the administration and oversight of Tenacity's human resources functions and systems and organizational operations in alignment with Tenacity's strategic plan, and organizational philosophy and values.

POSITION CLASSIFICATION: Full-time, exempt

KEY RESPONSIBILITIES

Operations:

- Provide administrative and logistical support for the day-to-day operations of Tenacity and its programs.
- Meet regularly with department managers and staff to ensure space, supply and logistical needs are met.
- Ensure that all office administrative & support functions are maintained including the supervision of staff to perform such functions.
- Ensure that all technology activities and functions are maintained including the supervision of staff to perform such functions.
- Serve as liaison to landlord, handling maintenance, safety and service-related issues.
- In collaboration with Tenacity department directors, negotiate, oversee and communicate with vendors and space providers, including Boston Center for Youth and Families, the City of Boston, and private clubs.
- Oversee insurance policies, including ensuring adequate coverage and renewals for a wide variety of insurance requirements and coverage for the organization and its staff. Ensure required certificates and certifications are obtained and maintained.
- Coordinate the accounts payable and check signing processes for all accounts, consultants and staff.
- Participate in a variety of management committees, task groups, and special projects to perform ongoing and special assignments.
- Participate in information technology planning and implementation activities.
- Provide logistical support for Tenacity special events, major fundraising and programmatic events, and related activities.
- Oversee existing and planned budgets for operations activity at Tenacity.
- In collaboration with Tenacity's Development department, manage the in-kind donation program.

Human Resources:

- Serve as the main human resources administrative manager, providing support to senior management and to staff on all HR and employee relations matters.
- Manage the recruitment and on-boarding process, including preparing job descriptions, advertising, recruiting (with an emphasis on online/social media recruiting), coordinating interviews, conducting background checks consistent with applicable laws, preparing offer letters, and coordinating benefit enrollment.
- Manage the benefits administration function, including; enrollment, staff communications, liaison to insurance vendors, and benefit tracking.
- Maintain accurate employee records for all staff, including; compensation, benefits, reviews, and all other communications and matters related to staffs' employment by the organization.
- Manage the off-boarding process for all staff terminating their employment with the organization.
- Work with supervisors to develop and support trainings and orientation for staff.
- Administer the performance review process, assisting supervisors with the timely and effective completion of staff evaluations.
- Administer, interpret and, where necessary, recommend improvements or changes to personnel policies and procedures.
- Communicate changes in organization practices, policies or procedures to staff and ensure staff compliance.
- Ensure compliance with all applicable federal, state and local laws and regulations.
- Participate in planning activities that address HR, operational and strategic issues.

Perform any other duties as may be assigned by the Chief Executive Officer.

QUALIFICATIONS:

Experience:

- Strong project management skills and experience
- Maturity and experience enabling the capability to work at multiple levels of the organization
- Minimum 5 years of operations management experience, demonstrating exceptional skills in large group project management, collaboration, and leadership, including excellent documentation and writing skills of the necessary procedures to undertake and complete various project management tasks and assignments.
- Minimum 5 years of human resource management experience, preferably in a 1-4 person HR department, with an emphasis on recruitment (including online/social media platform recruitment), benefits administration, all regulatory compliance, employee communications, file management, and documentation.
- Experience working in a small to medium sized nonprofit organization.
- Familiarity and/or experience working with:
 - The Boston Public Schools', or similar large public school systems, operations and administration,
 - Larger city parks and recreation department operations and systems,
 - Public summer programs,
 - Experience managing internal business and office operations including; facilities, security, vendors, insurance, and a variety of contractors.

Skills:

- Excellent interpersonal and communications skills (including strong writing ability), with the ability to interact effectively with a diverse staff and across all management levels.
- Ability to manage multiple and competing priorities while meeting challenging deadlines.
- Strong problem-solving and conflict resolution capabilities.
- Ability to address complex and sensitive issues with sound judgment and professionalism, with a high emphasis on confidentiality.
- Presentation and public speaking skills with power point and other media.
- Strong project management and leadership skills.
- Detail oriented, with attention to coordinating multiple staff and groups to complete complex tasks successfully.
- Ability to create, manage, and utilize spreadsheets and databases to manipulate data and create meaningful reports.
- Multilingual in English and Spanish preferred.

Education & Certification:

- Bachelor's degree required; relevant advanced degree and/or educational background in Human Resource management preferred.
- Academic work/training in operations management preferred.
- PHR or SPHR certification preferred.

Email applications to: nedeamesrecruiting@tenacity.org