

TENACITY JOB DESCRIPTION

JOB TITLE: Director of Operations & Human Resources

DEPARTMENT: Operations/Human Resources

SUPERVISOR: Chief Executive Officer

POSITION OVERVIEW: As a key member of the senior management team, responsible for the progress and success of the operational processes, systems, and projects of the organization as well as the administration of Tenacity's human resources function in alignment with the organization's strategic plan, philosophy, and values.

POSITION CLASSIFICATION: Full-time, exempt

KEY RESPONSIBILITIES

Operations:

- As a senior leader, provide administrative and logistical execution of the day-to-day operations of Tenacity and its programs.
- Meet regularly with department directors, managers, and staff to ensure space, supply, and logistical needs are met.
- Ensure that all office administrative & support functions are maintained and optimized including the supervision of staff to perform such functions.
- Ability to identify and create new systems and processes where needed.
- Ensure that all technology activities and functions are maintained and optimized 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.
- Lead and/or participate in a variety of task groups and special projects to perform ongoing, new, and special assignments.
- Lead information technology planning and implementation activities.
- Lead the provision of logistical support for Tenacity special events, major fundraising and programmatic events, and other 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 and collaborate on fundraising events and other related activities.

Human Resources:

- Work closely with the CEO and other senior leaders, help set the overall operational tone and expectations of the organization.
- Serve as the main human resources administrative manager, providing support to senior management and to staff on HR and employee relations matters.
- Lead 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.
- Optimize and 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.
- Oversee, lead, and work with supervisors to create, deliver, and support the advancement of professional development trainings and orientation for staff which are consistent with Tenacity's strategic plan, organizational philosophy, and values.
- 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:

- A savvy and resourceful professional with a minimum of 7-10 years of management experience, preferably in the non-profit space
- Strong project management skills and ability as well as proven leadership success
- Maturity and experience enabling her/his capability to be successful working with multiple levels of the organization
- Substantial operations management experience, demonstrating exceptional skills in large- and small-group project management, collaboration, and leadership, including excellent documentation and writing skills of the necessary procedures to undertake and complete various tasks and assignments.

- Experience managing internal business and office operations including; facilities, security, vendors, insurance, and a variety of contractors.
- Significant experience and/or understanding of human resource management, with an emphasis on recruitment (including online/social media platform recruitment), benefits administration, and all regulatory compliance.
- Preference for working with partners such as large public school and/or park systems, and/or other major public entities.

Qualities:

- Excellent interpersonal and communications skills (including strong writing ability), with the ability to think conceptually, be creative and resourceful, and interact effectively with a diverse staff across all levels of the organization.
- 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 the ability to utilize a number of mediums.
- Strong project management and leadership skills.
- Combination of big-picture and detail orientation, with ability to coordinate, mobilize, and lead 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.
- Sense of humor, poised under pressure, constructive member of the team, patient, mission-driven.
- Multilingual in English and Spanish a plus.

Education & Certification:

- Bachelor's degree required; relevant advanced degree preferred
- Academic work, training, or certificates in operations management and/or human resources a plus

Email applications to: nedeamesrecruiting@tenacity.org