



Job Description

Position Title:	Director of Operations
Classification:	Exempt, Fulltime
Reports To:	Chief Operating Officer
Direct Reports:	Regional Operations Managers, Headquarters Operations Manager, Volunteer Manager, Travel Manager

BACKGROUND:

Established in 2006, Hope For The Warriors® is a civilian, 501(c)(3) non-profit organization. The mission of Hope For the Warriors® is to restore the quality of life for post-9/11 service members, their families, and families of the fallen who have sustained physical and psychological wounds in the line of duty. Hope For The Warriors® is dedicated to restoring a sense of self, restoring the family unit, and restoring hope for our service members and our military families. For more information about its programs, services, and activities, visit www.hopeforthewarriors.org.

CORE VALUES:

Hope For The Warriors® understands the challenges, pride, and joy of being a military family. For today, tomorrow, and years to come, we will strive to meet the changing needs of service members and their families. Additionally, we value community. Through our grass roots philosophy of interacting with the communities Veterans live and work in, we establish and nurture the relationships that have become the foundation of our support.

PRIMARY ROLE:

The primary role of the Director of Operations is to synchronize the programmatic and development efforts across the organization. The Director of Operations will translate executive guidance into synchronized action across all functional areas, and develop and sustain organizational processes to create more efficient program management and delivery of services to servicemembers. The Director of Operations will work with The VP Operations and Military Relations, and the Director of Military Relations to lead the Operations Directorate as a cohesive team, and to develop and implement operational planning processes and coordination efforts to support staff, client, military, veteran, donor, and community engagement in each region.

The Director of Operations will lead and direct the Regional Operations Managers to ensure a synchronized regional effort across all HFTW functional areas. Through the Regional Operations Managers, the Director of Operations will guide logistics and synchronization of efforts in their region, serving as functional leaders to align efforts in support of support programs, events, and engagement within their community.

The Director of Operations will assist the VP of Operations and Military Relations in developing and sustaining a comprehensive annual Staff Development Program.

The Director of Operations will serve as the Program Manager for Hope For The Warriors' Salesforce implementation and usage, to include contract management, system implementation, system policy and procedure development, and staff training, and quality assurance.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:

- Understand the relevance and application of the Hope For The Warriors® mission, goals and brand in the military and veteran community.
- Oversee all aspects of SafesForce implementation, policy/procedure, training, maintenance, contract support, quality control, and associated budgeting.
- Lead the Operations team to produce and execute a unified and synchronized development, communications, and events strategy that aligns all facets of HFTW
- Coordinate all operations to sustain the organizational growth model into each region according to executive guidance and strategic planning.
- Lead, train, and mentor the Regional Operations Managers in their duties.
- Oversee all aspects Regional Operations Manager duties and responsibilities, including operational planning/execution, performance accountability, and professional development.
- In coordination with the Sr. Director, Strategic Alliance, develop and foster strategic alliances that support Regional Operations Managers
- Provide/facilitate presentations to relevant partners and military groups that expand the awareness and engagement of Hope For The Warriors® programs
- Develop a standardized Training Plan and SOPs for Regional Managers
- Serve as an advocate for Hope For The Warriors® before stakeholders, partners, general public and military community
- Develop, implement, and manage a comprehensive annual Staff Development Program.
- Create, manage, and account for the Staff Development Budget and expenditures

QUALIFICATIONS:

- Min 2 years demonstrated Salesforce knowledge, usage experience, and systems application required, with experience across the following areas:
 - System Development: Develop fields, objects, validation rules, triggers, approval processes, and custom code to address and improve new and existing business needs; when appropriate, develop in test environment and promote into production
 - Training & Documentation: Develop training plans, materials, and documentation for database users, keep materials up-to-date, coordinate new user and ongoing training sessions for staff.
 - Process Management: Define, communicate, and manage a change management (release) process to develop and implement new applications and updates to existing applications
 - Platform Integration: Work with Communications team and consultants to integrate web and online initiatives into the database
 - Vendor Management: Manage outsourced Salesforce.com implementation partners and manage ongoing relationship with Salesforce.com and the Salesforce.com Foundation
 - Report Management: Develop reports, dashboards, and processes to continuously monitor data quality and integrity and to provide users with access to information they need to do their jobs well; engage in helping colleagues to think through the data they need and what it is telling us about our programs
 - Data Management: Drive the migration of any and all data currently residing in legacy systems and/or otherwise obsolete data sources (e.g. spreadsheets); Regularly perform database de-duping and cleanup procedures
 - Candidate should be fluent in the Nonprofit Success Pack (Lightning) and Communities, as well as integrated applications including Classy, Pardot, and Form Assembly
- Demonstrated ability to meet deadlines, handle and prioritize multiple simultaneous requests, manage laterally and upwards with a spirit of customer service
- Demonstrated ability to provide instruction to audiences of varying technical backgrounds
- Minimum of 5 years experience in strategic planning, operational design, and demonstrated leadership and experience managing and developing teams.
- BA/BS degree required

- Ability to lead, manage and hold accountable distributed regional staff from a national perspective
- Proven experience planning and managing distributed operations, and developing short, medium and long-range organizational plans
- Possess strong organizational skills and proven capability to plan and manage multiple projects while adhering to budget requirements and constraints
- Must have strong presentation skills and ability to effectively engage with various public, private and government organizations representing Hope For The Warriors® senior leadership
- Must have strong interpersonal relations skills, and excellent oral and written communications skills
- Experience and understanding of veteran focused non-profit practices and culture required
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database applications required
- Non-Profit development experience a plus
- Ability to travel in a supervisory capacity to manage and lead a distributed team (20%)

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The qualified employee will work in an office setting, and interact with staff, consultants, and outside vendors, therefore he/she may be subjected to interruptions throughout the workday. The position will require some flexible hours, in addition to travel (approximately 20%).

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to sit for sustained periods of time, travel and drive. The vision requirement includes close vision. The employee is occasionally required to lift up to 30 pounds.

HOW TO APPLY:

Submit your resume with cover letter via email to lhunt@hopeforthewarriors.org