Job Announcement: Director of Operations

The Prosperity Agenda (TPA)

Our human-centered design approach centers on our belief that all people are resilient and resourceful. Through our work, we challenge where an underlying narrative exists that “the poor,” particularly people of color, lack motivation and discipline, and therefore deserve to live in poverty. We directly consult with families living in poverty, tapping their insights and resourcefulness to design solutions that promote and amplify their resilience. Our solutions shift mindsets to support more authentic partnerships with families living in poverty, thus changing organizational cultures to move toward one that is person-focused and respectful of the unique assets within each family.

Fundamental to our work is a deep commitment to fostering, cultivating and preserving a culture of diversity and inclusion. Our human capital—staff, board members, and our broad network—is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, and unique capabilities that our employees invest in their work represents a significant part of not only our culture, but our reputation and organization’s achievements.

Position Application Requirements

All interested candidates are required to submit a cover letter and resume to info@theprosperityagenda.org. Your cover letter must demonstrate how your work experience aligns with these sections below: “What Is Your Mission” and “Key Activities.”

What Is Your Mission

The Director of Operations is an essential member of the TPA management team. Through your leadership and oversight of several critical processes, you will build systems that ensure the smooth operations of all aspects of TPA’s work. The Director of Operations will know the workings of all departments. Though you need not know everything in detail, you must know enough to understand how to detect opportunities for systems improvements for the flow of operations at TPA. You are particularly responsible for ensuring efficient operations of the TPA Innovation Lab and Marketplace, which produces products and services designed to achieve TPA’s mission to end persistent poverty. Your key activities will include: Oversight of Financial Information and Budgets, Manage Organizational Efficiencies and Policies, and Workflow and Staffing.

Key Responsibilities

1. Your management of operations will result in efficient and user-friendly systems for all revenue-generating activities within TPA. This depends on an open and trusting relationship with board and staff that inspires new ideas and ways to improve overall operating systems within TPA.
2. You'll establish ongoing feedback loops with staff and board that result in continuous improvement of all administrative functions within TPA’s program and board management.

3. Employee retention and growth is paramount to the success of TPA. Your leadership will help us establish a work environment that promotes purpose, mastery and autonomy, while striking excellent work-life balance.

4. You are able to respond to internal capacity for growth as a contributor, generator, and trustworthy member of TPA. You deliver work reliably and on time, and you are responsive and communicative.

5. Communicate your ideas clearly so others can build on them. You distill what you know in a meaningful way that’s consumable and inspiring to others.

**Key Activities**

**Oversight of Financial Information and Budgets**

Conduct forecast requirements, support preparation of an annual budget, schedule expenditures, analyze variances, and initiate corrective actions. When necessary, you will engage in cost-benefit analysis pertaining to both service delivery and production so that output is at peak efficiency levels.

Administer budgets within each area of the organization, as well as work with TPA’s contract accountant and bookkeeper to conduct monthly income and expense reports for budget tracking (and recommend curtailing of spending, if necessary, to keep the organization on budget).

Contribute financial information and recommendations to strategic plans and reviews, action plans, production, productivity, quality and customer-service standards, and trend analysis.

Develop and manage accounts payables and receivables systems, working closely with contract bookkeeper, to ensure on-time payments are made and received.

Manage the annual audit process and submission of the Tax Form 990, and report to the TPA Board of Directors for appropriate approvals.

Implement strict budgetary controls, keeping a close watch on the budgets of each department.

**Manage Organizational Efficiencies and Policies**

Manage creation of systems used by staff to track TPA’s products and services, to administer fund development activities, and to conduct design projects.

Administer effective communication systems and reporting structures for TPA’s Board of Directors, funders, project partners and marketplace customers.

Supply materials and logistics support for staff, which includes travel management, and contract review and approval.

Administer systems that support the Marketplace staff developing efficient supply chains of retailers and direct customers which includes product handling and storage requirements, development, implementation and enforcement / evaluation
of policies and procedures, development of processes for receiving product, equipment utilization, and inventory management and shipping.

Create and administer systems supporting TPA’s revenue generation activities, including oversight of financial and legal aspects of vendor relationships. This also includes oversight of all communications with customer issues and devising ways of improving the customer experience, including resolving problems and complaints.

Administer and revise as needed all legal and ethical standards as presented in TPA’s board-approved policies and procedures. This will include presenting recommendations to TPA’s board of directors that address necessary updates to maintain high legal and ethical operating standards.

**Workflow and Staffing**

Administer the hiring and training of new employees, planning and reviewing of compensation, enforcement of employee policies and procedures, and handling of disciplinary issues.

Adjust workflows and re-assign tasks to improve efficiencies in TPA’s overall operations, which includes analyzing process workflow, employee and space requirements and equipment layout.

Manage all safety and health needs in each geographic location of TPAs by establishing, following and enforcing standards and procedures, complying with legal regulations, and communicating all operating policies and/or issues at general team meetings.

Participate in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations in order to attract talent and set training standards and hiring procedures.

Analyze and improve organizational processes to improve quality, productivity and efficiency for staff and board of directors.

**What You’ll Bring**

- 10+ years of experience in operations and administrative oversight, including financial management and human resources.
- Familiarity with general office management
- Exposure to poverty-related issues.
- Excellent written and verbal communication skills

**Compensation & Benefits**

- Full-Time position with competitive salary commensurate with experience.
- Commuter Benefit: Partial reimbursement monthly for public transit costs.
- Paid holiday and vacation time: 20 days annually in addition to office closings the last week of August and December.
- Health, dental, vision and life insurance (75% Paid by Employer)
- 403(b) retirement accounts
● A supportive, team culture driven by transparency and respect in which every person has equal opportunity to inform and lead ideas that increase our impact
● Opportunity for growth and development in a flexible, family-friendly work schedule that is risk-friendly to the creative process

**Location**
Seattle, WA or Philadelphia, PA Preferred.

**TPA’s Diversity & Inclusion Commitment**
We embrace our employees’ differences in age, race, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, veteran status, and other characteristics that make our employees unique.
The Prosperity Agenda’s diversity initiatives are applicable—but not limited—to our practices and policies that include:
● Respectful communication and cooperation between all employees.
● Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
● Work-life balance through flexible work schedules to accommodate employees’ varying needs.
● Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.
● All employees of The Prosperity Agenda have a responsibility to treat others with dignity and respect at all times.
● All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other organization-sponsored and participative events.