



**JOB TITLE:** Senior Director of Operations  
**FLSA STATUS:** Full-Time; Exempt  
**Date:** July 2024  
**REPORTS TO:** Chief Financial Officer  
**Grade:** 16

### **ORGANIZATIONAL MISSION**

To enhance the quality of life for our citizens now and for future generations by building community endowments, meeting needs through grantmaking, providing leadership, and promoting collaborations on community issues.

### **PRIMARY PURPOSE OF JOB**

The Senior Director of Operations is responsible for the oversight and administration of the Community Foundation of the Ozarks and its affiliate network and other constituents' core operational activities and systems. This includes development and implementation of policies and procedures to ensure operational excellence in alignment with CFO's mission, vision, and values.

This position supervises the Grants Management Assistant and the Fund and Operations Coordinator as the operations division of the Finance and Operations team.

### **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned***

- Provide direction, management and enhancement of ongoing operations systems and processes related to policies, human resources, technology, and risk management.
- Create and maintain standard operating procedures for the Foundation and its network of affiliated foundations.
- Partner with the President/CEO, CFO and controller to guide human resources related matters.
- Serve as liaison to outsourced human resources consultant overseeing items such as but not limited to employee handbook, hiring practices, onboarding and offboarding practices, annual performance appraisal procedures including the CEO annual appraisal.
- Supervisory responsibilities for department team members, including weekly team meetings, annual performance evaluations, development and goal setting.
- Oversee cross-departmental systems to support events and other fundraising activities.
- Oversee database and grant management systems to ensure effective management of the daily Foundation activities.
- Act as primary liaison with CSuite, the CFO's systems database, as it relates to new enhancements, trainings, and conferences.
- Oversee data storage and management such as but not limited to digital filing system, internal shared drive, SharePoint (in partnership with the Systems Coordinator), and AppXtender in accordance with the Foundation's record retention policies.
- Manage, in partnership with the Communications team, internal Foundation calendar and related policies.

- Act as primary liaison for communication and upkeep of Guidestar, Charity Navigator, and any other public facing operations-based sites.
- Responsible for completion of annual surveys in philanthropic and community foundation fields.
- Oversee the administration and operations of all supporting organizations including the Ozarks Charitable Real Estate Foundation.
- Contributes to Foundation's strategic plan and goals in alignment with annual action plan and long-term organizational goals and strategies.
- Oversee operations related to fund agreements and the related vendors and technology.
- Partner with Administrative and Event Coordinator to stay abreast of building, car and mail needs of the Foundation.
- Other duties and responsibilities, as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent verbal and written communication skills in a professional tone as this position reports frequently to the Foundation's leadership team and Foundation staff.
- Strong interpersonal skills with the ability to work with multiple team members.
- Excellent organizational skills and attention to detail.
- Ability to pay close attention to detail and to ensure accuracy of reports and data.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a fast-paced and at times stressful environment with some times of frequent interruptions.
- Ability to take initiative; to make, form, conceive and visualize thoughts and expressions to produce new methods, suggestions or solutions.
- Ability to organize and prioritize multiple projects/tasks.
- Proficient with workplace technology such as audio visual and teleconferencing equipment.
- Proficient with Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook. Experience with database work preferred.
- Willingness to work flexible hours including some early mornings, nights and weekends as necessary.

## **CFO CORE VALUES AND COMPETENCIES**

**Integrity:** *Stewardship you can trust.*

**Respect:** *Relationships matter.*

**Leadership:** *Collaboration creates solutions.*

**Vision:** *Our focus is forever.*

**Building Trust** – *Interacting with others in a way that gives them confidence in one's intentions and those of the organization.*

**Constituent Focus** – Ensuring that the constituent perspective is the driving force behind organizational decisions and activities; crafting and implementing service practices that meet constituent’s needs.

**FINANCE TEAM CORE COMPETENCIES**

**Continuous Improvement:** Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

**Decision Making:** Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

**Engagement Readiness:** Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.

**Managing Work (includes Time Management):** Effectively managing one’s time and resources to ensure that work is completed efficiently.

**Quality Orientation:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

- At least five years of experience in related field.
- Bachelor’s degree is required.
- Prior experience in operations and building administration is preferred.
- Must possess a valid driver’s license and have a good driving record.

**PHYSICAL CONTEXT AND WORK ENVIRONMENT**

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents/reports and use computer.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with staff, donors, vendors, and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.			X	
<b>Standing/Walking:</b> Must be able to move about the work area.		X		
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X
<b>Driving:</b> Must be able to drive regionally for work related assignments.	X			

**WORKING CONDITIONS**

This position will be based at the CFO’s Springfield office, with some flexibility permitted for remote work. The office work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise. Normal business hours are generally Monday through Friday 8 to 5 with an hour lunch. Travel up to 25% will be required for work-related assignments.

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

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Employee Signature

Date