

# Director of Operations



Organization Texas Network of Youth Services (TNOYS)	Date November 2020
Position Title Director of Operations	Location Austin, Texas

## POSITION DESCRIPTION:

The Texas Network of Youth Services (TNOYS) seeks a Director of Operations to oversee all operational aspects of the organization and drive financial strategy and planning in collaboration with the Executive Director. As a member of the executive team the Director is responsible for TNOYS' financial health through the development of short and long-range financial plans, budgets and broader cash-flow operational policies. The Director of Operations assures the delivery of excellent, integrated, culturally responsive financial services with measurable results. He/she/they must be able to work efficiently in a fast-paced environment that requires an ability to adapt to shifting priorities, a sense of urgency, and a commitment to excellence. They must be comfortable in an atmosphere that requires creativity, initiative, and a sense of humor.

The Director of Operations must value diversity, equity, and inclusion and demonstrate a commitment to positively impact youth outcomes across youth-focused systems: housing and homeless services, child welfare, justice, education, workforce, health and behavioral health, and victim and survivor services. **Individuals with lived experiences with these systems are encouraged to apply.** This is a new position, as such, we'll be building and adapting the specific responsibilities of the job to best support our team and advance our mission. Generally, the Director of Operations will be responsible for:

- **Financial Oversight:** Working with our bookkeeper and accountant, managing finances, paying bills and tracking spending, managing the budget and cash flow forecasting
- **Human Resources:** Lead hiring, onboarding, and exit interviews; handle human resources aspects of employee experience such as payroll, benefits, and policies
- **Strategic planning:** Build organizational metrics and track success, support strategic planning, oversee data management and reporting systems such as Salesforce.
- **Contract management:** Ensure we meet all requirements of our contracts, grants, and partnerships, including vendor/contractor payment and reporting

**Reports to:** Executive Director

## Principal Responsibilities:

### Financial Oversight:

- Provides leadership, oversight and management of the day-to-day operation of the

finance team (accountant and bookkeeper) including payroll, accounts receivable, accounts payable, accounting, and bookkeeping.

- Collaborates with the Executive Director on financial aspects of strategic planning initiatives.
- Manages, develops and directs the annual operating budget.
- Plans and prepares forecasts of the financial condition of the organization.
- Establishes an effective financial modeling system for strategic planning to aid the Executive Director and the Board in making strategic decisions.
- Maintains compliance with governmental regulations and changing regulatory environment by staying current on law and regulations that may affect compliance.
- Establishes policies, procedures, standards and strategies for areas of responsibility and provides appropriate internal controls and strengths to safeguard TNOYS assets.
- Oversees the risk management function and purchases property, casualty, liability and workers compensation insurance.
- Take lead on coordinating yearly audit and requisite federal/state submissions

#### **Human Resources:**

- Manages human resources including employee relations, benefits and compensation, and safety for employees.
- Oversees and directs implementation and administration of employee benefit programs such as health insurance, dental insurance, disability insurance, life insurance, workers compensation, employee assistance, retirement and other.
- Conducts performance evaluations that are timely and constructive. Support Directors with their performance review schedules and processes. Handles discipline and termination of employees as needed and in accordance with company policy.
- Staff Development strategy, execution, and oversight; coaching management staff on day to day staffing challenges and overall staffing plans. Ensuring scorecards and performance review processes hold staff accountable for their performance and motivates staff to improve their performance continuously, thereby improving the organization.
- Assist with hiring and onboarding oversight; outlining strategy and procedures, and providing ongoing coaching on hiring, onboarding, and performance metrics.
- Assists with, or prepares and updates, organization's operations manual and policies. Makes recommendations and develops plan to update Policies, Procedures, and Internal Help Articles.
- Assisting with articulating, modeling, and coaching teams on organizational mission and values.
- Recordkeeping; maintain appropriate documentation in personnel files.

#### **Strategic Planning:**

- Establish quantitative and qualitative metrics, guidelines, and standards by which the

company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.

- Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning.
- Analyze internal operations and identify areas of process enhancement.
- Utilize and manage TNOYS IT systems such as G-suite, Salesforce, etc.

### **Contract management:**

- Oversee organizational contract development and management activities, and enforce organizational principles of integrity and compliance.
- Ensure that contracts and proposals are properly entered into organizational databases and securely maintained.
- Develop standards for contracts, including presentation of budget, payment terms, general language and provisions.
- Conduct contract strategy meetings to identify issues and requirements, facilitate pricing discussions, and obtain senior management input on timelines and deliverables.
- Ensure the organization's internal contract documents are accurate and well maintained

### **Qualifications:**

- Proven ability to organize, prioritize and complete multiple types of financial, administrative tasks.
- Strong attention to detail and accuracy; persistent follow-through skills.
- Must show a high level of discretion with confidential and sensitive information.
- Ability to work in a fast-paced environment.
- Enjoys being a key contributor to a strong team.
- Has an eagerness to learn, adapt, and improve processes by researching & suggesting new ideas.
- Strength in multi-tasking, goal-setting and problem solving, often under tight deadlines.
- Solid organizational, written and oral communication skills; ability to effectively communicate to all levels within an organization.
- Experience with accounting software such as Quickbooks.

### **Salary & Benefits:**

Competitive annual salary ranging from \$65,000 - \$85,000 depending on qualifications. Comprehensive benefits package, including medical and dental coverage and generous vacation, etc.

### **How to Apply:**

To apply, please send a resume and cover letter to [resumes@tnoys.org](mailto:resumes@tnoys.org) and write "Director of Operations" in the subject of email.

## **About TNOYS:**

TNOYS works to strengthen services and support for Texas youth and families to help them overcome challenges and achieve healthy development. We work with young people across Texas to center their voices in the policies and programs that most affect them. Our network of members share a vision of Texas where all youth and young adults are valued, their strengths are recognized, their voices are heard and respected, and they have access to the resources, opportunities, and support they need to meet their goals.

*TNOYS is an equal employment opportunity employer and strongly encourages diverse candidates to apply. TNOYS does not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, veteran status, marital status, sexual orientation, gender identity, (including transgender status), weight, height, linguistic characteristics (such as accent and limited English proficiency, where not substantially job-related), citizenship status, or any other basis prohibited by law.*