



# Director of Operations

## Job Description

**Status:** Full-Time

**Reports To:** Executive Director

**Start Date:** Mid-September 2024

**Location:** East Orange, NJ (Hybrid, Tuesdays and Thursdays in office)

**Salary:** 105k-125k

*Commensurate with the candidate's experience*

### **About PHEI:**

The Perinatal Health Equity Initiative is a Black female led, 501c3 nonprofit organization dedicated to eliminating disparities in Black infant and maternal health in New Jersey. We do this by providing direct clinical care, advocacy, policy, education, research, and community engagement. We are rooted in Reproductive Justice, Social Justice and anti racist framework designed to create health equity for Black mamas. Our offices are based in East Orange, and Orange, New Jersey and provide support to the surrounding communities.

At The Perinatal Health Equity Initiative (PHEI), we are dedicated to putting Black mamas first, driven by a deep love and passion for their well-being. Our mission is to meet the needs of Black mothers by amplifying their voices and partnering with them to reimagine a better future for Black mamas and their babies. As a team member, you will be expected to uphold the highest standards of ethics, operating with integrity and accountability to serve our communities with unwavering moral clarity. We strive to create an environment grounded in ethical principles, fostering trust and respect among our team and the families we support.

Our culture emphasizes a sense of ownership, encouraging everyone to take pride in their work, embrace responsibility, and be accountable for their contributions. Transparent communication is the bedrock of our organization. We are committed to fostering open, honest, and inclusive dialogue that empowers every individual within our organization and the communities we serve. Your dedication to transparency will be crucial in our efforts to create a more equitable and just healthcare system for Black mothers and their babies.

### **Job Summary:**

The Director of Operations will act as a key strategic partner and co-pilot to the Executive Director, driving the day-to-day operations of the organization while supporting its long-term vision. This role is pivotal in identifying and optimizing internal processes to



ensure efficient and effective delivery of programs and services. The Director of Operations will be adept at zooming in on detailed operational tasks and zooming out to understand and influence the broader organizational structure and strategy.

Key responsibilities include developing and implementing innovative ideas, overseeing resource allocation, and aligning operational activities with the organization's strategic goals. The ideal candidate will demonstrate strong leadership, a strategic mindset, and a proactive approach to problem-solving. They should be comfortable navigating both high-level strategic planning and hands-on operational management, all while passionately advancing the organization's mission.

### **Core Responsibilities:**

#### **1. Strategy and General Operations (65%)**

- Contribute to the development and execution of the organization's strategic plan.
  - Set and oversee annual goals and objectives.
  - Establish KPI's to monitor and analyze operational performance.
  - Identify and implement opportunities for operational enhancements and innovation.
  - Support organizational growth and development initiatives.
  - Facilitate cross-departmental collaboration to achieve organizational goals.
- Drive the design, implementation, and improvement of organizational policies, procedures, and norms consistent with organizational strategies, business models, values, and mission.
- Maintain effective communication channels with staff, board members, and stakeholders.
- Oversee the organizational culture work and work with staff to ensure that our internal culture aligns with our external approaches to the work.
- Manage and streamline daily operations to ensure efficiency and effectiveness.
  - Maintain organizational systems and processes, such as in partnership with other team members who rely on these systems to carry out programmatic work.
  - Identify and integrate appropriate communication streams with other work areas including programming, and fundraising
  - Determine, set up, and oversee staff coordination of Internal data and organization systems. Establish security passwords and security systems.
  - Maintain records, manage organizational insurance and legal filings and relationships



- Ensure and maintain supplies, utilities, building/ rental relationships
- Ensure that we have the IT systems and infrastructure that we need to do all areas of work effectively - includes research, set-up, and maintenance
- Manage data and systems security
- Compliance and Risk Management
  - Ensure compliance with all relevant regulations, standards, and best practices.
  - Develop and implement risk management strategies.
  - Monitor and address any operational or legal issues that arise.

## **2. Staff Management (20%)**

- Develop and implement all aspects of personnel management including hiring, onboarding, offboarding, training, and performance evaluations.
- Foster a positive and collaborative work environment.
- Identify gaps that exist in the current personnel and HR processes, craft and implement strategies to resolve
- Proactively work with Board Chair to hire the roles of Program Director and thoughtfully staff the organization in alignment with the mission and vision of the organization
- Manage critical HR processes:
  - Process payroll for all employees
  - Make sure that we have proper documentation for all staff, including both FT and PT employees and contractors
  - Issue payments for all contractors, including establishing and overseeing payment schedule

## **3. Budget and Resource Management (10%)**

- Ensure the organization maintains sound fiscal health.
  - Develop and manage the operational budget, ensuring efficient use of resources.
  - Monitor financial performance and report on budgetary issues.
  - Support the bookkeeper with aspects of the annual audit process, including organizing and maintaining receipt and documentation, finances, and pulling reports.
- Oversee and manage all aspects of account payables and receivables, in alignment with financial controls.
  - Procurement and management of supplies, equipment, and services.
  - Process donations and grants
  - Manage accounting systems, including entering receipts and transactions into QB, managing relationship with bookkeeper, and overseeing production of financial reports
- Manage payment of all bills, process invoices, send invoices in a timely way.



- Work with Executive Director to track and produce financial information that enables strategic budgeting - includes filling out the monthly finance google doc

#### **4. Program Support (5%):**

- Collaborate with program directors to support the effective delivery of programs and services.
- Ensure that operational processes align with programmatic goals and objectives.
- Assist in the evaluation and reporting of program outcomes.
- Provide stop-gap support until Program Director role is hired.

### **Knowledge & Skills**

- Bachelor's degree in Business Administration, Non-Profit Management, or a related field (Master's degree preferred).
- Minimum of 5-7 years of experience in operational management, preferably within a non-profit organization.
- Familiarity with non-profit regulations and best practices.
- Strong leadership and team management skills including effective communication and interpersonal skills.
- Proven experience in budgeting, resource allocation, and financial management.
- Excellent organizational and problem-solving abilities including the ability to think strategically, execute strategy, and bring ideas into reality.
- Experience with change management, including implementing new practices while bringing staff along.
- Situational leadership and a high degree of emotional intelligence.
- Proficient project management skills, capable of driving projects from inception to completion.
- Strong comprehension of related to racial disparities in Black infant and maternal health in the United States
- Comfortable in managing responsibilities within a hybrid work environment.
- Enthusiastic about embracing the uncertainties inherent in a startup environment, displaying flexibility and curiosity in approaching challenges as opportunities for learning.
- Ability and willingness to learn and flexibility when adapting to new technologies. Technical proficiency in Google Suite, Microsoft Office Suite, project management software, and database applications required.
- Supervisory experience required

### **Personal Attributes**

- Passionate about the mission and goals of the Perinatal Health Equity Initiative.
- Ability to work independently and as part of a team.
- Strong commitment to ethical practices and integrity.



- Adaptable and able to thrive in a dynamic, fast-paced environment.
- Critically discerning as it pertains to communication and escalation of risks

### **Expected Hours of Work**

Standard days and hours of work are Monday through Friday, 9 a.m. to 5 p.m. EST. The Operations Director is expected to work 40 hours per work week with a minimum in-office commitment of 2 days per week.

### **Travel**

Regular domestic travel of up to 15% is expected for organization site visits, meetings, and conferences.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this role and scope. This job description will evolve to accommodate changing role requirements over time and the organization's growth.

### **Compensation & Benefits**

- **Health and Wellness:** Comprehensive medical, dental, and vision insurance plans to keep you and your family healthy.
- **Financial Security:** Competitive salary, retirement savings plans, and life insurance options to ensure your financial well-being.
- **Work-Life Balance:** Generous paid time off, including vacation days, holidays, and sick leave, as well as flexible work arrangements to help you maintain a healthy work-life balance.
- **Professional Development:** Opportunities for continuous learning and career advancement through professional development programs, and access to conferences and workshops.
- **Supportive Environment:** A collaborative and inclusive work culture that values transparency, autonomy, and ownership, providing a supportive environment where you can thrive.

### **Anti-Discrimination Policy**

PHEI does not discriminate against applicants or employees because of race, gender, ability, religious creed, national origin, marital status, age, or any other characteristic protected under applicable federal or state law.



**Application Deadline**

We are accepting applications on a rolling basis and will continue to review submissions until the position is filled by the most qualified candidate. We encourage you to apply as soon as possible, as early applications will be given priority.