



Director of Administrative Operations

Position Title: Director of Administrative Operations	Supervisor: Executive Director
Department: Administration	Full or Part Time: Full Time
Fair Labor Standards Act Status: Exempt	Starting Salary Range: \$84,000 - \$88,000
	Revision Date: May 2023

About Safe Passage

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic violence and relationship abuse. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission: Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse. We support survivors and their families. We engage our community. We advocate for systemic change.

Safe Passage is an organization made up of survivors, women, trans folks, people of color, immigrants, people with disabilities, and LGBTQ+ people. Oppression and violence disparately impacts us and we strongly encourage people from these and other impacted communities to apply. We aspire to foster a work environment that is inclusive as well as diverse. Survivors come from all different backgrounds, and so do our employees. We encourage you to apply if you believe you have the skills and experience to thrive in this role and contribute to our mission at Safe Passage.

Position Summary

The Director of Administrative Operations oversees all general administration, basic finance, facilities, human resources, and general compliance functions in accordance with the agency's strategic plans, contractual obligations, and legal requirements. Working closely and overseeing the work of an outsourcing partner in the area of finance, the Director of Administrative Operations coordinates financial compliance, the annual audit, budget development and monitoring. The Director of Operations participates as a member of the Leadership Team. The Director of Administrative Operations leads and supervises a 5-member (approximately) department focused on administrative operations, human resources, finance, contract compliance, technology, and facilities, and generates and upholds policies and protocols that support the agency's mission and meet best practice standards.

Essential Functions

Agency Leadership

- Ensures administrative and finance activities/systems comply with contracts and the agency's strategic plan.
- Supervises finance, administrative, and human resources staff.
- Implements initiatives and systems through a social justice lens.
- Supports the Executive Director through activities that promote a compelling vision for organizational infrastructure.

- Serves as a resource for the entire Leadership Team in areas of basic finance, administrative systems, and contract compliance.
- Oversees contractors and systems that support operations and finance.
- Support the work of the Board of Directors, and serve as staff support to the Finance Committee.

Emerging Systems

- Oversees the development, implementation, and evaluation of administrative systems in keeping with the organization's strategic plan and emerging needs.
- Assesses capacity of administrative functions and recommends ways to increase efficiency, accuracy, and ease of use.
- Contributes to grant requests for proposals including budgets, financial systems, and invoice reporting and tracking.
- Oversee and ensure compliance with insurance policies including Workers Compensation, Unemployment, Property and Casualty, Vehicle, Board and Officers, and other policies and riders that may be required or recommended.

Financial Data and Analysis

- Manages the agency budget development process working closely with all managers to assure congruence between department objectives and associated expenses and revenue.
- Oversee internal system for budget monitoring in close collaboration with department managers and the Finance Committee of the Board of Directors.
- Provide regular analysis and recommendations to the Executive Director and Finance Committee on finance trends, cash flow management, short and long term planning, and risk management.
- Assures staff compliance and training with data collection systems through orientation, training, support and monitoring.

Government Contracts

- Manages and monitors compliance with government contracts and leads ongoing efforts to assign and track representation in funder meetings and initiatives, tracking and responding to reporting requirements, managing renewals and initiating new funding sources.
- Work with the Executive Director and financial, development, and program staff to respond to RFPs, renewals, and reporting requirements for existing and potential funders.

Human Resources

- Through the implementation and development of policies and practices, ensures that Safe Passage exemplifies an employee-centered and social justice oriented perspective toward human resources.
- Oversees needs assessments and implementation of programs for staff orientation and development with respect to the organization's mission, social justice orientation, and content and skills related to domestic violence.

Program Support

- Provides guidance and research toward development of program policies, protocols, guidelines, and practice tools.
- Establishes and maintains a system to support staff in utilizing platforms and tools related to human resources, tech platforms, and use of the network server and google suite.

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity, inclusion, and empowerment.

- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Work Hours and Schedule

35 hours per week, Monday through Friday 9am to 5pm, with some required flexibility for evening, overnight, and weekend needs. The Director of Administrative Operations with other management level staff, in a rotation to provide off-hours critical incident back-up, and on-site Daily Manager roles.

Hiring Requirements

Education:

- Bachelor's degree in Non-Profit Management, Business, Social Work, Public Health, Education, or related field.
- Some education and equivalent life and work experience may be considered.

Years of Experience

- Minimum five years of experience in nonprofit management and leadership

Knowledge, Skills & Abilities

Knowledge, Skills & Abilities:

- Commitment to and articulation of a social justice perspective and how that is manifest through the work of operations and finance.
- Demonstrated success in personally building, developing, and retaining strong, positive relationships with staff, vendors, government partners, and organizational partners.
- Superior skills across the following areas: leadership, management, program development, verbal and written communication, community collaboration, organizational culture change, and staff collaboration

Tools & Technology Requirements

Tools & Technology Requirements for all staff: High level of proficiency and comfort utilizing and troubleshooting technology, including but not limited to PC systems, google suite (gmail, drive, calendar), zoom and web conferencing, electronic databases, and cloud-storage programs.

In addition, this position requires

- Familiarity with electronic data collection, payroll and online funder platforms.
- Proficiency with Microsoft office and Google Suite, including back-end administrative functions.
- Proficiency in technology systems including back-end administration, system specifications, and maintaining inventory and replacement rotation.
- Demonstrated skills in supporting the workforce in a hybrid remote/in-person environment.
- Experience using and supporting staff in project management platforms and Excel

Additional/Related Responsibilities

- Ensure that each employee is a valued member of the community by promoting physical and social integration and economic opportunity through ongoing staff development and motivation.

- Maintain strict confidentiality regarding client, staff and agency information.

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We strive to hold an environment that encourages growth, creativity, and flexibility. We are advocates for livable wages, self-care and work-life balance, and our compensation package reflects this. Employees receive 3 weeks of accrued vacation for the first year, 4 weeks starting year 2, and 5 weeks after 9 years, prorated for part time. We provide three personal days, and ample holiday and sick time. Benefits include health and dental insurance, and a 401(k) plan with agency match.

Safe Passage works to earn its position as a justice-centered employer of choice in Western MA. Safe Passage provides a bilingual pay premium of \$1/hour for staff who possess language competency that is likely to be utilized in their position.

Application Instructions

To apply: Send resume and cover letter with the subject "Director of Administrative Operations" to spjobs@safepass.org.

Applications will be reviewed as received.

Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

Brief and confidential informational interviews are available for candidates seriously considering applying upon request. Send a separate email to spjobs@safepass.org with subject line "Seeking informational interview"

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org