

## **Position Description: ConnectAbility Director of Operations**

### **Organization**

Founded in 2010, ConnectAbility's mission is to *create communities where people of all abilities are valued, included and empowered.*

We work with children & adults with disabilities and their families, offering services and supports to each member of the family and no charge to them.

For more information, please visit [www.ConnectAbilityInc.org](http://www.ConnectAbilityInc.org)

### **Position**

ConnectAbility has been growing steadily and is now seeking to move to the next level of growth and impact. The board and executive director (ED) are looking for a mission-focused, energetic, strategic, and process-minded leader with experience scaling an organization, leading a team, and developing a performance culture among a group of diverse, talented individuals.

The Director of Operations must be a leader who is able to help ConnectAbility deliver measurable, cost-effective results that make the vision a reality. Importantly, the successful Director of Operations will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to this mission. While it is essential that the Director of Operations bring efficient and effective systems to increase the productivity of the organization, it is also critical that the team retain the passion that drives the ConnectAbility concept.

### **Responsibilities**

Reporting to the Founder and ED of ConnectAbility, the Director of Operations will lead internal operations and will have the following responsibilities:

- Working in partnership with the Founder and ED, create a strategic long-term plan and implement new processes and approaches to achieve it
- Serve as the internal leader of the organization:
  - Coordinate with ED to create the annual operations plan and budget
  - Lead the performance management process that measures and evaluates progress against goals for the organization
  - Provide for all staff a strong day-to-day leadership presence
- Lead and manage the organization's team of staff & volunteer leaders in the following areas:
  - Program

- Oversee reporting to program supporters/funders
- Ensure that all programmatic partners continue and increase their support
- Finance, Technology, and Human Resources
  - Cultivate the values of ConnectAbility within the organization
  - Develop a system that provides the organization with quick access to financial information and enables strategic budgeting & reporting
  - Utilize technology to effectively and efficiently handle information, engage supporters and attract new supporters and participants
- Fund Raising:
  - Update & maintain the donor management system
  - Development and implementation of systems for reporting, measurement and supporting local revenue generation
  - Administrative aspects of grant writing and reporting

### **Key Qualifications**

As a prerequisite, the successful candidate must believe in the core values of ConnectAbility and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead social change. Beyond that, we are seeking a candidate that has proven experience and a demonstrated ability to both lead and build the capabilities of a team.

The successful candidate will most likely have had management experience with a for-profit organization. As noted, this is an organization driven by the values of its people, so experience in managing a “values-driven” organization will be highly prized. Additional requirements are:

- Results-proven track record of exceeding goals; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness
- Strategic Vision and Agility—ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Flexibility and Creativity—ability to find creative solutions to meet the needs of a small but growing organization while staying focused on the mission and staying organized
- Technological Savvy—ability to utilize technology to organize, monitor and increase efficiency

- Leadership and Organization—exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
- General Management—understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
- Solid educational background and a love for learning—undergraduate degree preferred with a willingness to continually expand learning opportunities

### **Compensation**

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the growth of a unique, highly respected organization. The role is currently a part time (20 hours/week) position with the opportunity to increase in both time and compensation as the organization grows.