



jeweldlegacy

Director of Operations

Position Summary

Reporting to the CEO, the Director of Operations, manages the daily operations of Jeweld Legacy Group and is responsible for implementing the vision and direction of the CEO into the day-to-day operations of the business. This position will ensure effective operating procedures across the company in order to increase revenue and organizational capacity. This includes oversight of Human Resources, Information Systems, Marketing/Communications, and Project Office Management. This position will also work closely with JLG's financial consultant.

Key Responsibilities

Finances

- Work closely with CEO and financial consultant to ensure contractual compliance with all administrative requirements imposed by all contracts
- Assist the PMs by providing input and quality assurance for contract deliverables
- Support Finance in the annual budget process with preparatory reports, salary increase reports, etc.
- Prepare and manage monthly client invoices
- Prepare components and materials for new contracts
- Compensation: In partnership with the financial consultant and CEO, manages the development, implementation, and administration of compensation programs. Monitors the effectiveness of existing compensation practices and recommends changes that are cost-effective and consistent with compensation trends and corporate objectives. Oversees the participation in salary surveys and monitors salary survey data to ensure corporate compensation objectives are achieved.
- Serves as primary back-up to Payroll/Benefits consultant– receives cross-training on payroll process and remains up-to-date in payroll and benefits matters to be fully equipped to process payroll and benefits in absence of Payroll Consultant.

Human Resources

- Collaborate with the CEO in setting and driving organizational vision, operational strategy, and hiring needs.
- Establish short-term HR goals, budgeting for HR expenses, and networking with outside peers and organizations when needed to achieve goals.



- Directly oversees hiring, firing, promotion, performance management, employee training, and other personnel decisions of significance within the company.
- Ensure effective recruiting, onboarding, professional development, performance management, and retention of employees.
- Maintains compliance with and has a strong working knowledge of all federal, state and local employment laws and regulations including, but not limited to the FLSA, FMLA, OSHA, ADEA, COBRA, and ADA.
- Stay abreast of employment legislation developments and ensure institutional practices and policies are in conformity with these statutes and maintain legal compliance
- Support Finance in the annual budget process with preparatory reports, salary increase reports, etc.
- Compensation: In partnership with the financial consultant and CEO, manages the development, implementation, and administration of compensation programs. Monitors the effectiveness of existing compensation practices and recommends changes that are cost-effective and consistent with compensation trends and corporate objectives. Oversees the participation in salary surveys and monitors salary survey data to ensure corporate compensation objectives are achieved.
- Serves as primary back-up to Payroll/Benefits consultant– receives cross-training on payroll process and remains up-to-date in payroll and benefits matters to be fully equipped to process payroll and benefits in absence of Payroll Consultant.

Information Systems

- Develops and implements new processes/procedures to improve operating efficiency and to ensure timeliness and accuracy of workflow.
- Strategically evaluate infrastructure and operating systems and software to ensure that we can accommodate the rapid growth objectives of our organization.
- Responsible for database management. Ensuring JLG's files are secure and appropriate users have access to information.
- Responsible for making significant improvements to processes, programs, and systems to enhance the outcomes of the organization.

Marketing/Communication

- Working with staff and colleagues, develop effective contract and proposal materials, case statements, presentations and decks, conceptual plans, letters of inquiry, acknowledgement letters, budgets, progress and stewardship reports, flyers and other relevant communications.
- Oversee social media management including development of a comprehensive outreach and content strategy.



- Responsible for quarterly newsletter publication with relevant industry content.
- Oversee all other organizational communication efforts ensuring consistency with JLG branding.

Administration

- Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning
- Oversee company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met
- Manages a team of project manager and consultants. Responsible for projecting and identifying hiring and training needs.
- Project management and portfolio database oversight
- Manages portfolio office and ensures integrity of prospective client and donor records in the database.
- Responsible for meeting regularly with the CEO to update on projects, portfolio, and operational concerns.

Key Competencies

- Strategic and organizational thinking – problem solver with the ability to consider sustainable scalable solutions
- Demonstrates a commitment to diversity, inclusion, and cultural awareness through actions, interactions, and communications with others.
- Demonstrates strong interpersonal skills, including ability to initiate and maintain direct personal communication with clients and donors.
- Proven ability to work in a matrixed environment, collaborating with diverse community leaders, governmental officials, consultants, and foundation executives.
- Ability to juggle multiple and sometimes competing priorities.
- Professionalism and the ability to maintain confidentiality.
- Strong verbal and written communication skills, including public speaking proficiency.
- Self-directed with strong initiative.
- Knowledge of how to take very broad challenges or opportunities and turn them into actionable projects with clear milestones and goals, with minimal guidance.
- Strong project management, organization, and presentation skills
- Comfortable with ambiguity and change
- Proven ability to effectively develop, nurture and maintain individual relationships and the skill to lead those individuals to make sustained commitments.
- Ability to prioritize effectively



- Leadership skills and ability to work both autonomously and as a team player

Education & Experience

- Bachelor's degree in Business Administration, Management, Marketing, Communication, Human Resources, or a related field required. Master's preferred.
- 10+years of experience in supervising several direct reports, managing complex processes, and managing multiple projects.
- Considerable demonstrated success in a progressively responsible management capacity including direct experience in project/program management and/or operations management.
- Empathy for the various challenges small businesses are working to overcome
- Strategic or long-range planning experience.

Salary Range: \$75K – 90,000

Job Type: contract, full-time

***Interested parties should submit resume and cover letter to Michelle D. Williams at JLGHiring@jeweldlegacy.com**

About Jeweld Legacy Group

JEWELD Legacy Group (JLG) is a limited liability company, established in Oakland in 2014, with experience creating innovative and sustainable outcomes within and among non-profit and faith-based organizations, community coalitions, and government agencies. JLG empowers and educates those who serve the marginalized, mentally ill, and criminal justice populations, as well as the children, families, and communities impacted.

Some of our clients include the East Oakland Black Cultural Zone, Alameda County Health Care Services Agency, Alameda County Behavioral Health, Alameda County Public Health Department, City of Oakland Community Homelessness Services and Department of Violence Prevention, St. Mary's Center, Maryland State Governor's Office on Children, and Contra Costa County Administrator's Office of Reentry & Justice.

JLG is certified as a Very Small Local Business Enterprise. JLG has an ethnically diverse team of core consultants who together have more than eight decades of experience serving government agencies, non-profit organizations, and communities of color with a focus on advancing equity and building capacity for social change.