



## **Operations Director**

**Location:** Hybrid, Greater Chicago, IL

**Position Type:** Full-time, Salaried, Exempt

**Salary:** \$65,000 - \$80,000, depending on experience

**Benefits:** Competitive and comprehensive benefits include 100% employer-paid health, dental, and vision coverage for employees; a 403(b) match up to 3%; 25 days of PTO, 7 sick days, and 21 holidays; short-term disability; life insurance; remote work options; and more.

**Reports to:** Co-founder/Co-director

**Timeline:** Preference for applications received by 7/24. Position open until filled.

### **About the Opportunity**

Founded in 2016, Healing to Action is a young, dynamic, and growing organization that is forging a new model of survivor-led organizing. Our mission is to end gender-based violence through building the leadership and collective power of the communities most impacted. We collaborate with survivors from Black, indigenous, immigrant, and communities of color; low-income survivors; survivors with disabilities, immigrant survivors, and LGBTQ survivors. We combine organizing, healing justice, leadership development, and capacity-building to develop powerful grassroots solutions that address the intersections of gender-based violence, racial oppression, and economic injustice. HTA's innovative model has gained distinction for putting power back in the hands of marginalized communities, and made a compelling case for the transformative change that survivors are uniquely positioned to lead.

This full-time position will provide strategic leadership and oversight of financial, human resources, compliance, and program processes. Ideal candidates have extensive experience across multiple functional areas, including human resources, finance, data management systems implementation, general operations, and administration. They will also have a proven track record in navigating complex systems and unique challenges inherent in a small and growing nonprofit organization.

### **Core Responsibilities**

#### **Operational Strategy and Planning:**

- Develop and execute operational strategies aligned with the organization's mission and values that will support the advancement of HTA's strategic priorities.

- Collaborate with the co-directors and other key stakeholders to identify operational priorities and develop action plans.
- Continuously monitor and evaluate operational performance and propose improvements to enhance organizational efficiency and workplace culture.

**Human Resources:**

- Develop and implement effective hiring plans, clearly define roles and responsibilities across staff and leadership positions, and establish comprehensive succession planning strategies to ensure a smooth and successful transition of talent within the organization while fostering a strong talent pipeline for future growth.
- Collaborate with co-directors to develop and revise policies that comply with relevant local, state, and federal entities while aligning with our organizational values
- Manage and execute personnel processes such as timekeeping, coordinating leave time, monitoring and tracking PTO, and employee benefits.
- Manage all lines of insurance coverage and associated broker relationships, including employee benefits, liability, and other necessary policies.
- Provide comprehensive support throughout the entire employee lifecycle, including managing the hiring process, streamlining onboarding procedures, and executing efficient offboarding processes to ensure a positive experience for all staff members.
- Lead and guide the performance management process, including performance evaluations, goal-setting, and job description reviews, to foster a culture of continuous improvement, supportive feedback, and professional growth.
- Oversee and manage impactful programs for professional development, growth, and leadership development, fostering employee engagement, expanding skill sets, promoting career advancement, and cultivating a pipeline of effective organizational leaders.

**Finance:**

- Ensure long-term financial sustainability for the organization through the development of robust strategies, systems, and processes to support the organization's growth and financial health.

- Lead the creation of annual budgets, implement comprehensive budget management strategies, and monitor performance through analysis and reporting.
- Ensure accurate recordkeeping and timely financial reporting by managing check processing, staff reimbursements, invoice management, bank reconciliations, payroll preparation and review, accounts payable, and financial report generation.
- Establish and maintain strong financial controls, compliance, and accountability throughout the organization, coordinating with external bookkeeping and accounting services to ensure proper bookkeeping practices.
- Serve as the primary resource for annual financial audit, as well as any grant or benefit related audits.

### **Systems & Data Management:**

- Research, implement, and maintain logistical and technological solutions to support day-to-day operations and HTA activities.
- Coordinate data management efforts across platforms like Salesforce, GiveLively, and Quickbooks to ensure accurate and up-to-date information.
- Manage and innovate upon systems that drive organizational progress and outcomes, such as a program dashboard highlighting data and trends, shared work-planning solutions, and internal communications processes.
- Oversee other administrative functions, including office management, procurement, event management, and vendor relationships.

### **Development:**

- Manage grants administration, including tracking grant revenue and requirements, developing and reporting on budgets, and managing compliance.
- Support donor stewardship activities and development special events as needed.

### **Who We're Looking for:**

#### **Ideal Qualifications**

- Ideal candidates have 8-12 years of experience in progressively responsible operations positions, preferably in nonprofit organizations or shared services
- Experience with the following software/technologies, or similar, preferred: Salesforce, Quickbooks, MailChimp, GiveLively, Google Suite, Slack, Trello, Canva, Hootsuite and social media platforms like Twitter, Instagram, YouTube, & Facebook
- A preference for candidates with deep and intensive lived or professional experience working in Black, Indigenous, communities of color, the disability

community, and/or LGBTQ+ community.

- Candidates with experience in nonprofit organizations, finance, HR, data or systems management, communications, and administrative support
- Commitment to Healing to Action's values of survivor-led and survivor-centered, working towards liberation, rooted in healing, interconnected struggle, unity, and the power to transform.

## **Qualities**

- **You are a visionary.** You have the ability to envision the future direction of the organization and develop strategies that align with long-term goals. Your forward-thinking approach allows you to anticipate trends and potential obstacles, enabling you to make informed decisions and lead the team towards success.
- **You are a process-driven person.** You are interested in organizing and building frameworks that contribute to organizational and programmatic long-term success. You think conceptually with process logistics in mind. You are excited by building a process from the ground up.
- **No job is too big or small for you.** You are great at finding hacks to fix the printer. You understand the needs of a small organization and seamlessly keep us running, from carrying out routine processes to troubleshooting new problems. You are ready to roll up your sleeves and make sure no balls get dropped as we work to grow the systems we have in place.
- **You build systems that promote values.** You strive to innovate on status quo HR and finance practices to produce policies and systems that encourage a thriving, holistic, and supportive organizational culture.
- **You are a proactive problem-solver.** You approach problems with ownership and curiosity. You possess analytical skills and can easily envision how daily work is prioritized into categories. Spreadsheets are your love language.
- **You are collaborative, iterative, and adaptable.** You can identify when to adapt, pivot or shift in order to achieve the overarching goal. You see feedback as a gift to both give and receive compassionately and thoughtfully to enrich understanding. You thrive working in collaboration with others.

## **Position Details**

### **Travel**

HTA remains a mostly-virtual office, but periodic travel in and around Chicago is required. Overnight travel is unlikely/rare in this role.

### **COVID-19 Considerations**

HTA is a mostly virtual office with some community and staff functions regularly

happening in-person in Chicago. Most daily work can be done remotely, but employees may be expected to support periodic in-person meetings with the team and community members. This role requires full vaccination.

### **How to Apply**

Interested candidates should forward a resume and thoughtful cover letter to [hr@healingtoaction.org](mailto:hr@healingtoaction.org) with the subject OPERATIONS DIRECTOR as the subject of the email. In your cover letter, please explain:

- What attracts you to HTA's mission;
- Which skills and experiences you are most excited to bring to HTA as a survivor-led, grassroots organization; and
- How you would contribute to our organization's commitment to diversity and inclusion

*Healing to Action provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*