



**Byrd Barr Place
Job Description
Director of Operations**

Department: Administration

Position Title: Director of Operations

Reports To: Chief Executive Officer

Staff Supervision: managers and coordinators

Salary/Wage: Exempt: \$82,000 - \$100,000 Annual Salary Range

About Byrd Barr Place

We envision abundant communities where all prosper. Our mission is to create a more equitable Seattle through innovative programs and advocacy that empower people to live healthier and more prosperous lives.

Byrd Barr Place (BBP) provides services to a range of clients with a focus on individuals, families, and communities impacted by low-income status, poverty and/or home instability. As an organization, we are creating a community hub dedicated to preserving Black Washingtonian history, serving the community as it exists today with essential services, and partnering with others to advocate for systemic change.

Members of BIPOC (black, indigenous, people of color) communities, or people who have personal experience in historically marginalized and excluded communities are especially encouraged to apply.

General Role Description

The Director of Operations is a senior leadership position, reporting to the CEO, responsible for driving the organization's customer service and hospitality standards while actively leading core client-facing programs and managing staff.

The Director of Operations is both people-focused and process-minded, focused on developing a culture of performance and delivering measurable results. This position contributes to the development and achievement of the organization's strategic and

financial goals and implements effective systems and processes to increase the operations and productivity of the organization.

The Director of Operations is responsible for managing BBP's core client-facing programs including the Energy Assistance Program (EAP) Team, the Market (food bank), Community Connector program, front office administration and facility operations. In partnership with the senior leadership team, they will work to manage and execute the overall mission and vision of these programs. In partnership with the CFO, they will work on financial matters related to these programs leveraging strong budget management and analysis to ensure we are meeting contract obligations.

The Director of Operations will build strong relationships with partners such as public agencies, advocacy partners, volunteers, vendors, and community groups, to ensure our goals are achieved and new opportunities are surfaced and properly acted upon. This role will partner with the Impact Director around community engagement initiatives utilizing BBP facilities, especially bolster important community partnerships that support our mission. In addition, the Director of Operations may be asked to support the CEO and Impact Director in representing Byrd Barr Place in a public or external-facing capacity.

Core Responsibilities

Program Excellence

- Responsible for managing BBP's core client programs, including energy assistance, market (food bank), and community connector programs. This includes ensuring all program activities operate consistently and in compliance with contracts and agreements.
- Responsible for office administration and facility operations. This includes modeling the organization's customer service and hospitality standards, promoting collaboration practices, and managing and maintaining our brand-new building.
- Maintain continuous lines of communication and regular status updates, keeping the senior leadership team informed of all risks and critical issues related to people, programs, and operations.
- In partnership with the CFO, implement and manage the program aspects of the annual operating budget, reporting monthly to the LT
- Leverage data and insights to make informed decisions across programs and projects.
- Implement and lead a continuous quality improvement process throughout the programs, focusing on systems/process improvement and customer service.

Team Leadership

- Provide strong people management and team oversight for multiple program teams, including energy assistance, market (food bank), community connector, office administration, and facility operations. Directly manage 5-8 coordinators and a total team of 15-18 people.
- Provide a stable day-to-day leadership presence for all staff and support an open-door policy. Mentor and develop staff using a supportive and collaborative approach.
- Proactively share knowledge and set a standard for communications
- Be a strategic thought partner and a collaborative problem solver with the CEO, CFO, senior staff, program teams, and volunteers
- Co-lead internal culture and community-building initiatives with the Senior Leadership Team, to reinforce BBP values and principles: perseverance, innovation, equity and compassion
- Carry out special projects as required.
- Adhere to the BBP's core values and guiding principles.

Minimum qualifications

- 7+ years' experience in a management or leadership position, including strong people management experience
- Excellent written, oral, and presentation skills
- Excellent problem solving skills with the ability to adapt and overcome challenges
- Possesses the ability to simultaneously manage multiple, complex projects with attention to detail, resourcefulness, collaboration, flexibility, creativity, and patience
- Remain focused in the face of pressure, delivers against timelines, not challenged by tasks/time limitations
- Advanced proficiency in Microsoft Teams, SharePoint, and Office (Word, Excel, PowerPoint, and Outlook)
- Experience with Salesforce and comfortable working with data and reports

The ideal candidate also brings:

- Undergraduate degree in a related field (preferred)
- Experience in a nonprofit organization, foundation, or government agency
- Experience in hospitality or service industries
- Experience in facility or office operations management

Benefits: Byrd Barr Place provides a comprehensive benefits package including medical, dental and vision coverage, employer contributed FSA, employer-matched 401(k) plan, short and long-term disability, group life and accident insurance, 14.5 holidays, including one floating holiday per year, 12 days of annual leave accrual that increases with tenure, and 12 days of annual sick leave accrual.