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**City Kids Wilderness Project**

**Position:** Director of Operations & Administration

**Location:** Washington, DC  
**Summer Travel/Location:** Jackson, WY

**Company Description:**  City Kids Wilderness Project is a nonprofit organization founded (1996) on the belief that providing enriching life experiences for under-resourced youth can enhance their lives, the lives of their families, and the greater community. We strive to provide extraordinary wilderness and community-based experiences that will inspire worthy young people of Washington, DC to dream, see beyond their current circumstances, and ultimately succeed in building a healthy, happy, and productive life. Our goals include that our youth graduate from high school or earn their GED, that they enroll in a postsecondary education program or obtain a job, and that they are involved and connected members of their community. Programs take place throughout the year in and around Washington, D.C. and during the summer at our ranch in Jackson, WY.

**Position Summary:** The Director of Operations & Administration is a senior management position chiefly responsible for implementation and management of daily financial, administrative, and organizational operations systems as well as longer term planning. The position supports City Kids’ mission and helps to guide the organization's strategic direction. This position reports to the Executive Director (ED).

**Key Responsibilities:**

**Organizational Leadership**

* *Senior Leadership:* Provide leadership on organizational priorities including implementing and updating the strategic plan, organizational capacity building, supporting the Board of Directors, and serving as a member of the senior leadership team with the ED, Director of Programs, and Director of Development.
* *Policy Implementation & Updates:* Work closely with the ED to implement, assess, and as necessary, create and update internal policies, procedures, and budgets.

**Human Resources Management**

* *Human Resources:* Process new hires and maintain employee records, orient and on-board new staff, handle personnel and performance issues, and establish practices that support positive employer-employee relationships and promote a high level of employee morale and motivation.
* *Policies & Practices:* Ensure personnel handbook and other HR policies and practices are current and reflect priorities and needs of organization. Execute and analyze survey and retention data, including developing recommendations for improvement. Serve as a leader in building out and implementing a comprehensive diversity, equity, and inclusion plan as outlined in the 2017-19 strategic plan.
* *Process Payroll & Administer Benefits:* Collect payroll and compliance materials, submit payroll, liaise with payroll company, worker’s compensation and other companies as needed. Negotiate annual benefits renewal and manage benefits administration including employee health insurance, PTO, 401K.
* *Staff Training, Feedback, and Celebrations:* Plan internal team retreats, trainings, as well as celebrations and recognitions. Be involved in planning and assisting with implementation of staff and volunteer training in Jackson, WY and DC. Provide leadership and training for City Kids’ performance appraisal system.

**Financial Management**

* *Accounting*: Serve as key liaison with City Kids’ outsourced payroll and accounting firm, lead weekly accounting preparation work in partnership with the Administrative Associate including preparing and coding invoices and credit card statements. Manage and provide on-going training to staff in City Kids’ financial management systems. Work closely with accounting firm and ED to provide financial oversight.
* *Budget*: Develop annual budget with department staff and ED, regularly monitor budgets.
* *Audit*: Prepare all materials for annual audit including grant compliance and staff documentation.
* *Vendors*: Research and vet potential vendors, complete research on risk management and other compliance areas. Support the contract review and updating process with new vendors.

**Data and Evaluation**

* *Lead Organizational Outcomes Evaluation*: Provide leadership and evaluate outcome measures as outlined in the City Kids’ Evaluation Guide, ensuring consistent tracking and analysis of programmatic data and reporting on progress towards outcomes. Provide training on organizational outcomes to stakeholders.
* *Database Administrator*: Manage Salesforce database for donor and program data, provide training and support to all staff, serve as key liaison with database consultant for further customization.
* *Records:* Ensure proper handling and securing of staff, volunteer, and student records to ensure compliance with Family Educational Records and Privacy Act (FERPA) and City Kids’ financial policies.

**Operations Management**

* *Operational Improvements:* Identify recurring challenges to work that need new or revised systems and work collaboratively with staff team to analyze the problem and design solutions. Oversee, refine, and develop all existing and needed processes of the organization.
* *Staff Management:* Directly supervise Ranch Manager, Administrative Associate, and operations part-time staff and interns to ensure that goals are met.
* *Staff Resource:* Serve as a resource and thought partner throughout the organization. Regular availability on-site in DC and WY offices to problem solve for staff and support facilities and organizational needs.
* *Program and Organizational Capacity Building:* Support program capacity building efforts such as comprehensive curriculum build-out, program and operations planning, and resource securement.

**Risk Management & Compliance**

* *Risk Management:* Provide leadership in risk management practices including program operations, wilderness risk management, staff training requirements, working with youth, vehicle & facilities maintenance, compliance with local and industry standards, and other areas as necessary.
* *Insurance:* In partnership with ED, manage company insurance needs and renewals.
* *Compliance:* Ensures compliance with all local, state, federal requirements, as well as ensuring adherence to grant requirements, and internal policies, procedures and practices. Maintain business licenses. Communicates with relevant agencies as needed including DCPS, OSSE, DPR. Coordinate compliance visits.

**Facilities, Vehicles, and Technology Management**

* *DC Facility:* Maintain contracts, leases, and relationships with DC building management and outside vendors. Serve as lead for DC based office and facilities, ensure that facilities meet the needs of the team.
* *WY Facility:* Coordinate with Ranch Manager to maintain facilities and manage revenue generating operations at Broken Arrow Ranch in Jackson, WY.
* *Board Facilities Committee:* Serve as staff liaison for the Board Facilities Committee.
* *Technology:* Manage technology infrastructure including cloud based files (dropbox, google docs), Salesforce database, internet, computer purchasing, set-up and regular updates.
* *Vehicles*: Manage vehicle maintenance, registration, insurance and City Kids’ vehicle procedures.
* *Office Oversight:* Oversee office supply needs and maintaining office space. Acquire new, fix broken, or dispose of/recycle unwanted furniture or other office goods.

**Development and External Relations**

* *Development:* Support fundraising efforts including grant proposals, expenditure and grant reporting, donor meetings and communications, event preparation and implementation, and site-visits.
* *Communications:* Support the development of communications materials, and regularly update website.

**Commitment**

* Requires some work on weekends and evenings during the school year.
* Scheduled on-call duty during regular programming, trips, summer camp, and potential for 4 to 8 weeks of summer travel and camp based schedule in Jackson, WY during summer months.

All other duties as assigned by Executive Director. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is similar, related, or a logical assignment to the position.

**Qualifications:**

* A personal commitment to and deep understanding of City Kids’ mission.
* 5+ years relevant experience.
* Broad knowledge and experience in employment law, compensation, organization development, employee relations, and/or training and development.
* Strong budgetary and financial management skills.
* Detail-oriented and comfortable managing a database, organizational compliance requirements, risk management, and grant requirements. Experience with Salesforce preferred.
* Ability to work independently and as a team player.
* Utmost discretion, personal integrity and professionalism.
* Outstanding verbal, written, and listening skills.
* Ability to juggle multiple demands, manage shifting priorities, and negotiate timelines.
* An engaging and dynamic manner that demonstrates warmth and good humor when working with individuals. Qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.
* Flexibility, creativity and the ability to thrive in an evolving environment.
* Bachelor’s degree required, and business, law, social work, or related advanced degree preferred.

**Salary & Benefits:** Mid 50’s, 20 days PTO in first year, employer paid medical, dental, and vision plan, paid holidays, and on-going professional development opportunities.

**To Apply:** Please submit a cover letter stating your interest in City Kids and fit with the position, along with your resume to Eloise Russo at [eloise@citykidsdc.org](mailto:eloise@citykidsdc.org) Include "Director of Operations & Administration" in the subject line.