



Director of Operations Job Posting

Tri-Lakes Cares is celebrating 40 years of improving the lives of our neighbors through programs that provide relief from suffering and help in times of need. As we look ahead, we are eager and enthusiastic to expand on our rich history of helping to strengthen our network of support and services to ensure our community is resilient and healthy for generations to come.

Because community is at the center of everything we do, we now seek a motivated business professional to join our team of dedicated and caring people collectively working to improve lives in northern El Paso County. Our future invites us to be bold, to build and nurture community, and to continually learn and improve our practices so that everyone can thrive. We accomplish this through keeping our values at the forefront of the important work we do.

Transparency, Inclusivity, Integrity, Collaborative and Community Centric

If you are interested in applying for this position, please email your resume, a cover letter and references to JobPostings@Tri-LakesCares.org. Please put "Director of Operations" in the subject line.

JOB TITLE: Director of Operations

HOURS: Full-Time, Exempt

HIRING PROCESS & TIMEFRAME

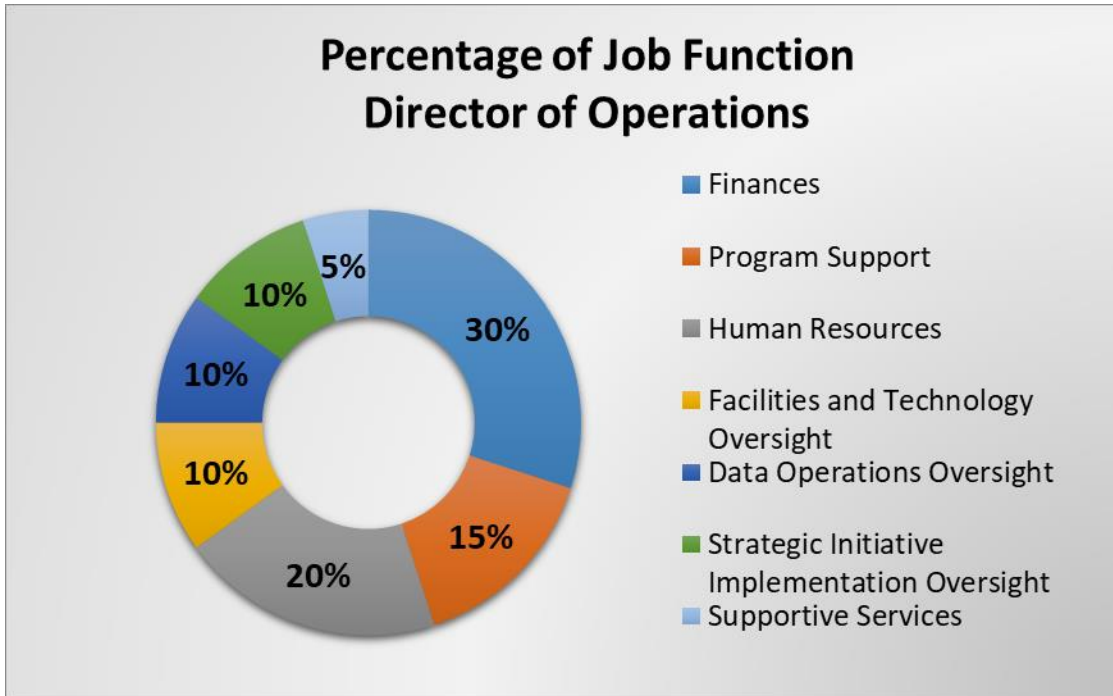
- We will review applications on a rolling basis until the position is filled.
- First interviews will take place to identify finalists.
- Finalists will be invited to a second interview to select the best candidate. These interviews will take place during the period August 19 – September 4, 2024, with the Executive Director.
- We are looking for someone to begin in late September or early October 2024.

SUMMARY OF FUNCTION

The Director of Operations is a key leadership role responsible for overseeing the daily operations of our nonprofit organization. This position plays a crucial role in ensuring the smooth functioning of the organization, with a focus on efficiency, effectiveness, and mission alignment. This individual works closely with the Executive Director (ED) and Board Treasurer, as well as providing support to the rest

of the staff in relation to financial status and reporting and human resource needs. The Director of Operations collaborates directly with TLC's Executive Director to maintain proper infrastructure and support for TLC's programs and operations and oversees TLC's technological and data systems to support TLC's larger team. This position also oversees TLC's facility maintenance projects, budgets, and repairs.

ESSENTIAL JOB FUNCTIONS



Finances – 30%

- Supervise and develop the accounting professional, promoting accuracy and the coordination of accounting activities with the goal of providing timely and accurate financial records and statements to internal and external stakeholders.
- Utilize professional expertise to ensure TLC has effective accounting and HR policies and procedures to safeguard the assets of the organization, including the most valuable – our staff.
- Oversee the performance of monthly reconciliations for bank accounts, credit card statements, and gift cards.
- Oversee the accuracy of accounts payable, accounts receivable, credit card, and in-kind journal entries created by the accounting professional.
- Monitor weekly and monthly activities, such as deposits and disbursements to ensure accurate and timely recording with special attention to ensuring transactions are accurately recorded to funding sources.
- Coordinate with the accounting professional and/or enter monthly, quarterly, and annual journal entries into the accounting software to ensure accurate financial statements and financial reporting for annual audit.

- Oversee the reconciliation of all inventories, prepaid expenses, payroll, fixed assets, and liability accounts.
- Maintain appropriate balances in multiple bank accounts in compliance with internal policies and direction from the Board Finance Committee.
- In coordination with the ED and Leadership Team, create the budget process and reporting templates, and provide support and strategic oversight for budgetary decisions in each of the budget areas of the organization.
- Identify financial operations and procedures that could be improved and make recommendations to implement the improvements.
- Provide professional accounting guidance about standards and promulgations that could impact the organization's accounting and reporting.
- Proactively train the accounting professional to document and implement appropriate policies and procedures.
- Oversee, coordinate and document accounting procedures being used and maintain the Financial Policies and Procedures manual.
- Oversee the updating and maintenance of all financial and HR records ensuring confidentiality of information, as necessary.
- Oversee all TLC credit cards issued to staff.
- Develop and oversee the accounting structure for all types of planned giving, including trusts.
- Prepare the year-end financial statements and provide all necessary information to a certified accounting firm to ensure the successful and timely completion of TLC's annual audit and IRS Form 990 reporting.
- Oversee and ensure all financial document filing and compliance.
- Manage investment accounts with direction from the Board Finance Committee.

Human Resources – 20%

- Maintain job descriptions and job postings, in coordination with the Executive Director, Executive Assistant and hiring supervisors.
- Assist the ED and Leadership Team in hiring and maintaining appropriate staff in the positions of the organization.
- Oversee health care benefits program of the organization and ensure compliance with all regulations.
- Maintain up to date Department of Labor postings and ensure the organization's employee handbook reflects appropriate federal and state requirements.
- Assist employees and volunteers who may require human resource assistance, including managing any accidents, insurance claims, or other situations.
- Institute and communicate constructive human resources policies and procedures, reflecting both the needs of the organization and staff.
- Oversee the accuracy of vacation and sick accruals and monthly reporting on balances.

- Coordinate human resource policy changes with representatives of our Professional Employer Organization (PEO).
- Review and help maintain employee information and payroll entry into the PEO payroll system and accounting software.
- Maintain the employee handbook.

Program Support – 15%

- Coordinate with the Grants Manager to prepare grant reports and claims, while providing details for the Grants Manager to file other grant claims and effectively manage those grants.
- Continually review the accounting software to ensure it meets the data collection and reporting requirements of the organization.
- Participate in cross-functional teams, as requested, focused on the betterment of the organization to provide an operations perspective.

Facilities and Technology Oversight – 10%

- Oversee the facilities needs and budget in coordination with the Facilities Specialist to ensure safe and effective operations of all TLC infrastructure.
- Provide support to the Facilities Specialist in procuring, maintaining and coordinating the hardware and software needs of the organization.
- Ensure appropriate insurance coverage for the organization to protect the buildings and their occupants, in coordination with the Board Finance Committee.
- Support efforts to continually configure TLC's facilities to provide the most efficient operations possible for TLC programs and staff.
- Oversee the organization's record retention policies and practices, for both physical and electronic files, including those maintained in offsite storage facilities.

Data Operations Oversight – 10%

- Oversee the Data Operations Manager in improving and maintaining all relevant data systems.
- Monitor data provided by the Data Operations Manager to help ensure the organization is operating efficiently and effectively and remaining on budget throughout the year.
- In conjunction with the Data Operations Manager, obtain TLC and industry data that informs our programmatic work, helps develop thoughtful budgets, and continually improves our data outcomes and metrics.
- Oversee the overall storage of data in the various places the information is shared from.

Strategic Initiative Implementation Oversight – 10%

- With Leadership Team, develop and implement strategies to ensure successful execution of the organization's strategic initiatives.
- Lead, manage, and support multiple implementation teams, ensuring effective coordination and communication, and providing regular updates to senior leadership and the Board.
- Mentor and support team leaders, fostering professional growth and development.
- Promote a culture of collaboration, innovation, and accountability.
- Identify and mitigate risks, addressing challenges proactively.

Supportive Services – 5%

- Provide exceptional customer service to both internal and external stakeholders.
- Ensure staff have the financial, HR, data and facilities resources necessary to effectively serve the clients of TLC.

Other duties

- Serve on internal committees, including, but not limited to, the Board Finance Committee.
- Perform other duties as required by the Executive Director or Board Treasurer.
- Attend appropriate trainings for professional development.
- Occasional work at special events.
- Occasional work at night or on weekends.

ESSENTIAL REQUIREMENTS AND RESPONSIBILITIES

- Significant understanding of QuickBooks and accounting requirements for non-profits.
- Bachelor's degree in a relevant field (accounting, nonprofit management, business or public administration).
- Proven experience (5-7 years) in senior operational roles within nonprofit organizations.
- Strong financial management skills.
- Excellent communication and leadership abilities.
- Commitment to our mission and values of teamwork, integrity, transparency, compassion, inspiration, and inclusiveness.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

ORGANIZATIONAL RELATIONSHIP

- The Director of Operations reports to TLC's Executive Director.

COMPENSATION, BENEFITS AND LOCATION

- **Typical Hours of Work:** We believe in work-life balance and are committed to keeping the workload in alignment with the true hours worked.
- **Location:** Tri-Lakes Cares' office is located in Monument, Colorado.
- **Remote Options:** Remote work is limited to Fridays (if scheduled to work on Fridays) and one flexible remote day per month.
- **Health Insurance:** Offered to full-time employees with a 50% employer contribution.
- **Salary Range:** DOE – This is a full-time exempt position with a salary range of \$65,000 - \$85,000.
- **Paid Holidays:** Eleven paid holidays per year.
- **Sick and Vacation Accrual:** Based on years employed and hours worked, see chart below.

| Sick Time and Vacation Time Accrual | | | | | |
|--|-----------------|----------------|-----------------|---------------------------------------|---|
| Years of Service | Sick Time Hours | Vacation Days* | Vacation Hours* | Vacation Hours Earned Per Hour Worked | Annual Hours Carryover Maximum (1.5x Annual)* |
| Hire date through the 1 st year of service | 48 | 10 | 80 | 0.04 | 120 |
| 1 st Anniversary thru the 4 th year of service | 48 | 15 | 120 | 0.06 | 180 |
| 5 th Anniversary + | 48 | 20 | 160 | 0.08 | 240 |

* Based on a 40-hour work week

- **Savings Plan:** Simple IRA with a 3% company match.

OUR CULTURE, VALUES AND WHAT MAKES US AWESOME:

We strive to be a highly respected, deeply committed organization leading people to a better tomorrow. We care deeply about our work and a passion for helping others is the foundation of who we are. We embrace courageous, energetic conversations across diverse perspectives and challenge one another respectfully to lead to positive transformation. Our supportive and empowering Board of Directors sets the tone for continuous improvement for our clients through our mission, vision, and values. Professional development is encouraged to ensure our staff and the organization can perform to our fullest potential. If you are looking for a job in a family-friendly environment where you can make a direct impact on people's lives, then we look forward to meeting you!



Physical Demands

The work is mostly sedentary with periods of light physical activity. Typical positions require workers to sit for long periods with occasional walking; lift and carry up to 50 pounds, climb stairs, bend, reach, hold, grasp and turn objects; and use fingers to operate computer keyboards or other mechanical devices. The work requires the ability to speak normally and to use normal or aided vision and hearing.

FLSA Status: Exempt/ Full-time

TLC is dedicated to the principles of equal employment opportunity. Tri-Lakes Cares does not discriminate in any aspect of our mission on the basis of race, religion, color, gender, age, national origin, ancestry, disability, sexual orientation, gender expression, family composition, veteran status, or any other category protected under local, state, or federal law. This protection applies to employees, volunteers, donors, clients, vendors, and anyone else with whom we interact in the course of carrying out our mission.