

CMI Operations Director

Position: Operations Director

Hours: part-time (20hr/wk), work from home w/ flexible hours

Compensation: \$20-24K

Position Overview

CMI is looking for an experienced, process-minded leader to help program leadership deliver measurable, cost-effective results that make our vision a reality. This is an extraordinary opportunity for an individual with team management experience to grow and further develop nonprofit educational support programs, initiate and develop new areas of service, and encourage leadership and team members toward a sustainable program system. The successful Operations Director builds strong relationships, communicates clearly, and has experience leading diverse teams.

In this newly established role, the Operations Director will focus on program management and support. She or he will partner with her/his peers to ensure that CMI's nonprofit services are in compliance with federal, state, and city regulations, certifications, and licensing requirements.

Accountability

The CMI Operations Director is a part-time employee (20 hrs/wk) of the Charlotte Mason Institute and reports to the Executive Director(ED) and/or Board of Directors. The CMI Board Chair, or appointed Board Sponsor, acts as a liaison for communication, direction and support. Work may be in collaboration with an Executive Team with organization growth.

Roles and Responsibilities

General management activity includes (but is not limited to):

CMI Organization and Vision Implementation

- Practice and promote program alignment with CMI's mission, vision, values, and goals
- Interact with Board Chair or other Board Sponsor
 - Provide monthly written reports
 - Prepare programs portion of an annual report
 - Make recommendations for new projects as needed
- Provide input for strategic planning processes with the Board, Executive Director, and staff

Leadership and Team Management and Development

- Provide effective and inspiring leadership through personal involvement in CMI program areas
- Encourage stewardship of each individual's talents and gifting
- Develop and implement a system to evaluate the skill, experience and professional development needs of CMI staff

- Work with staff to develop objective performance measurement standards, to ensure consistent, high-quality evaluation, and to establish a goal setting program for program leadership
- Implement a professional development program to address employee experience and skill gaps

Program Administration and Operational Management

- Develop a balanced score card and program dashboard
- Establish consistent, objective standards of accountability
- Promote regular and ongoing opportunities for staff to give feedback on program operations
- Implement and lead continuous quality and process improvement throughout program and service areas
- Help develop and manage program aspects of the CMI annual budget
- Oversee program leadership to support operations of projects from planning through implementation and follow-up/control stages and ensure cohesion across CMI
- Oversee leadership to help develop, facilitate, validate the following related deliverables as part of project planning and execution:
 - Scope document: Agreed project purpose, objectives and deliverables
 - Project Schedule: Identifies activities, activity owners and estimated durations
 - Resource Allocation: Percent of time that team members have allocated to the project.
 - Project Status Report: Communicates project progress and roadblocks
 - Gate Reviews: Milestone checkpoint meetings for communication of progress and roadblocks
- Collaborate with program leadership and other appropriate parties for project cost management
- Guide process and methodology documentation development. Participate in the development of new standards, policies, and procedures as needed
- Contribute to discussions on website content and navigation (technology implementation) for programs and projects
- Provide direction and advise CMI administrative assistant for operations administrative support
- Assist in development of new volunteer program

Public Relations & Marketing

- Collaborate and help manage Public Relations activity using SWOT/SOAR analyses
- Contribute to marketing discussions on messaging and campaigns
- Collaborate with team leaders to analyze data as appropriate

Qualifications

This position requires strong interpersonal skills for team motivation and management with a basic comprehension of business objectives and their translation into successful projects.

- 5+ years of relevant professional experience, with nonprofit leadership experience preferred
- Bachelor's degree required, an MBA or similar advanced degree preferred
- Proficient in Microsoft Office and other online tools
- Excellent verbal and written communication skills with exceptional attention to details
- Strong project management skills
- Ability to develop and implement program evaluation systems
- Strength in identifying, hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance
- Personal commitment to and passion for CMI's mission

Role-Based Competencies

Competency	Proficiency level description
Listening	<ul style="list-style-type: none"> ○ A good listener; will generally ensure they have an understanding of what others have said ○ Asks questions and clarifies issues as the conversation progresses ○ Generally remains calm in discussions
Written Communications	<ul style="list-style-type: none"> ○ Generally good at written communications ○ Attempts to be succinct and clear in message and remain focused on main points ○ Varies the form of writing to suit the situation; comfortably handles a range of approaches
Composure	<ul style="list-style-type: none"> ○ Stays fairly calm under pressure; knows it is important to keep composure ○ Good at dealing with the unexpected; keeps a cool head a majority of the time ○ Stays calm and occasionally supports others in maintaining composure during times of crises
Conflict Management	<ul style="list-style-type: none"> ○ Proficient at seeing coming conflict and taking steps to head it off ○ Willing to face the issues, find common ground, and help others resolve any difficulties ○ Skilled at sorting through complicated situations and identifying the key issues
Organizational Agility	<ul style="list-style-type: none"> ○ Has developed an informal network over time that has helped the organization get things done ○ Understands where to go in the organization for support and resources; identifies key decision makers to ensure they can get the right commitments to keep projects moving forward ○ Politically tuned in and understands how the organization works
Motivating Others	<ul style="list-style-type: none"> ○ Knows what motivates people; treats people differently to help each one work at their best