



Resilience Advocacy Project Director of Operations

The Resilience Advocacy Project (RAP) is an NYC-based organization that trains youth to become leaders in the fight against poverty while advocating for the policies necessary to support their success. Through partnerships with schools, community-based organizations and city agencies, RAP helps young New Yorkers understand and address the systemic problems facing their communities.

RAP seeks a Director of Operations (DO) to lead our organization's infrastructure, operations, and financial management efforts, solidifying our internal supports so RAP can expand its work building an incredible community of young changemakers. With a balance of efficiency and flexibility, the DO will develop and maintain the internal systems and policies necessary to accomplish RAP's strategic objectives. As an essential member of RAP's leadership team, the DO directs operations, infrastructure, finance, office administration, human resources and general organizational well-being.

As RAP enters its tenth year, we are preparing to shift out of start-up mode into a growth model. The DO will both design and execute a mission-centric plan for our operational success. This provides an array of challenges for an organized and detail-oriented nonprofit professional with operations experience, excellent interpersonal skills and a proven track record of creative problem-solving and change management. This unique leadership position requires the ability to combine creative, strategic thinking with thorough, efficient and organized management of RAP's day-to-day needs.

Job Summary

Strategy, Vision, and Leadership (20%)

As part of RAP's Leadership Team, the Director of Operations is a strategic thought partner with the Executive Director and Deputy ED for Programs, bringing an operational and analytical perspective to mission-centric management and planning. Bringing together financial analysis, evaluation data, and staff feedback, the DO will help anticipate operational needs and potential challenges associated with opportunities for growth. This will include:

- Establishing, implementing and monitoring systems and procedures for the efficient and effective functioning of the organization;
- Participating in regular leadership team meetings;
- Preparing operations reports for leadership team and Board of Directors;
- Assessing the operational impact of proposed organizational changes and advising on their efficacy and efficiency;
- Contributing to strategic, administrative and operational planning and policies; and
- Leading the internal implementation and evaluation of an annual operations plan.

Financial Management (30%)

The Director of Operations must bring exceptional rigor to maintaining RAP's financial health. This will be achieved by:

- Aiding in the development and management of RAP's annual budget;
- Providing the Board of Directors and ED with financial information that enables strategic budgeting and budget allocation;
- Working with the ED to ensure the organization operates within the approved budget and in conformity with its grant agreements;
- Working with the ED to ensure the organization's continued financial sustainability through well-managed growth, including preservation of sufficient reserve funds;
- Processing all donations, grants and other income;
- Managing payment of bills, including receiving and processing invoices, creating and sending invoices, and managing accounts payable and receivable;
- Managing RAP's accounting systems by entering receipts and transactions into Quickbooks, managing the relationship with our bookkeeper, and overseeing production of all required internal and external financial reports, including annual audits, state charity reports and organizational tax returns; and
- Creating fundraising reports, donor database snapshots, and financial snapshots, and reviewing financial reports created or edited by other members of the RAP leadership team before their presentation to the Board of Directors and Finance Committee.

Technology and Infrastructure (15%)

Our organization has recently experienced significant growth and is planning for more. Managing this growth requires efficient, easy-to-use technological tools and infrastructure, which the Director of Operations will help select and manage.

This will include:

- Proactively researching, implementing and regularly reviewing cost-effective technological solutions that will increase organizational productivity and effectiveness, including appropriate donor management, community management, program evaluation and website tools;
- Ensuring efficient design and maintenance of RAP's file-sharing and telecommunications networks that maximizes the security of our sensitive data and systems; and
- Keeping computer hardware and software up-to-date as needed.

Office and Administrative Management (15%)

Our DO is also responsible for the smooth functioning of our office's day-to-day affairs.

This will include:

- Managing organizational insurance, legal filings, contracts and vendor relationships;
- Ordering supplies for the office and programs, and generally maintaining the office;
- Refining, managing and continually assessing internal operations systems and protocols around document and data security, retention and storage; and
- Training staff on internal data management and organizational systems.

Human Resources Management (15%)

As a small, close-knit organization, we have established a strong community of trust. As we grow, we require a level-headed and compassionate manager to preserve and protect that culture.

This will entail:

- Ensuring quality recruitment, onboarding and development of employees;
- Running our staff's bi-monthly payroll and ensuring their consistent receipt of benefits;
- Overseeing payment schedule and issuing payments for consultants and contractors, and maintaining proper documentation for all staff;
- Maintaining RAP staff records and ensuring their security;
- Benchmarking RAP salaries and benefits regularly to ensure they remain competitive and fair;
- Working with the ED and leadership team to ensure staff are equipped with timely training and tools needed to achieve organizational and programmatic goals; and
- Monitoring and working to ensure compliance with federal, state and local employment regulations.

General Nonprofit Management (5%)

Given the small, nimble and highly efficient nature of our team, we all pitch in where needed. This could include a range of activities, including:

- Drafting and sending thank-you notes to donors;
- Planning and helping run fundraising and community-building events;
- Preparing materials for youth trainings; and
- Generally being a helpful and thoughtful team member.

Additional Qualifications Include:

- Passionate, demonstrated and self-reflective commitment to social justice, with a specific interest in youth leadership and advocacy a plus;
- Enthusiasm for building and maintaining systems and structures to support organizational efficiency and operations;
- The ability to effectively direct and supervise organizational initiatives with many moving parts, including the ability to operate as both as effective tactical and strategic thinker;
- At least 3 years relevant professional experience in a nonprofit; and
- Comfort in a small, fast-paced nonprofit environment, with experience helping grow a start-up nonprofit or social enterprise a plus.

This position is based in downtown Brooklyn and begins as soon as possible. The Director of Operations will be supervised by RAP's Executive Director, and serve as an exempt member of the leadership team alongside the ED and Deputy ED for Programs. Salary range is \$60,000-65,000 per year. Generous benefits include health, vision, and dental insurance and a cafeteria plan.

RAP is an equal-opportunity employer. People of color, women, LGBTQI people, gender nonconforming people and people with disabilities are **strongly** encouraged to apply.

To apply: Please email a résumé and cover letter describing why you feel you would excel in this position to work@resiliencelaw.org with "Director of Operations" in the subject line. Applications are due by April 14 and will be reviewed on a rolling basis. No phone calls, please.