



Junior League of Boston

POSITION DESCRIPTION

Title: Operations Director

Location: 117 Newbury Street, Boston, MA 02110

Salary Level: Commensurate with experience

Full time position

Organization Overview

Mission Statement: The Junior League of Boston Inc. is an organization of women committed to promoting voluntarism, developing the potential of women, and improving communities through the effective action and leadership of trained volunteers. Its purpose is exclusively educational and charitable.

General Responsibilities

The Operations Director is responsible for the daily operations of the JL Boston headquarters office. This position reports to the President of the organization and supports operational needs of the Board of Directors and the Executive Management Team.

This position will manage and supervise office staff to fulfill the needs of the organization.

This role requires a degree of flexibility. Ideally, the candidate is a self-starter with an entrepreneur spirit, is adaptive to change and has excellent interpersonal skills to effectively work with a rotating all-volunteer leadership team and large member group. This person will be working to advance JL Boston's mission in the Greater Boston community.

Specific Responsibilities

- **Operational Oversight:** Efficiently maintains overall responsibility for the day-to-day administrative management of JL Boston:
 - Facilitate an exceptional volunteer experience for all JL Boston members
 - Manage day-to-day operations of JL Boston headquarters
 - Ensure office equipment, technology infrastructure and aspects of the building are in good working order
 - Manage contract database and ensure contracts are executed per JL Boston Handbook
 - Manage special projects including projects related to Membership, Fund Development, Technology, Community Service and other projects critical to the mission of JL Boston, as needed
 - Participate in organizational budgetary meetings as necessary. Report on headquarters related expenses. Ensure adherence to budget.
 - Manage resource and activity plans to produce outputs and outcomes, reassuring Board of Directors, Executive Management Team, members and funders that the operation runs efficiently and smoothly
 - Attend and support large format general membership meetings. Attend monthly Executive Management Team evening meetings and others when required.

- **Facilities Management:** Responsible for the maintenance of JL Boston headquarters, including tenant management, rentals coordination, inspections, repairs and security issues:
 - Responsible for opening, closing and staffing of JL Boston headquarters during business hours
 - Oversee the Building and Facilities Committee, serving as the face of headquarters building maintenance, managing lease tenants, and managing property administration matters
 - Respond to tenant needs and act as primary contact for sub-contractors and service providers who help maintain the building and facilities. Ensure maintenance is performed and issues are resolved.
 - Act as primary contact with the alarm company and serve as a liaison for after-hour alerts
 - Works with external organizations who may contract to use JL Boston space for rentals, ensuring contractual obligations are met and payment is received
- **Personnel Management:** Provide administrative direction and oversight to JL Boston paid employees:
 - Maintain or oversee the staff member that maintains the membership records database, donor database and website inputs
 - Makes recommendations and manages hiring for any new paid staff
- **Organizational Steward:** Represent and uphold the JL Boston brand values, build relationships with key stakeholders and support the organization's mission:
 - Maintain strong internal and external relationships, including acting as steward for JL Boston within the Greater Boston community
 - Facilitate collaboration with other area non-profits who align with JL Boston mission and advocacy area(s)
 - Attend periodic community events during the work day as part of JL Boston stewardship
 - Maintain strong internal and external relationships, with Board of Directors, current and past members, all volunteers, community partners, contractors and tenants

Required Skills:

- 5+ years' experience in non-profit operations management
- Exceptional customer service skills
- Demonstrated building and facilities management skills
- Strong team player who can work collaboratively across the organization
- Planning, resourcing and monitoring skills
- Staff supervisory experience
- Capability to interface with contract resources and motivate compliance with policies
- Strong computer skills, Microsoft PowerPoint, Excel, Word, QuickBooks, Office 365, ability to learn proprietary member platform Digital Cheetah (member and donor database)
- Effective facilitating, managing and team coordination skills
- Understanding of business fundamentals
- Adaptive to change
- Outstanding written and verbal communication skills

Required Education: Bachelor Degree required. Non-profit management, business operations or related field preferred.

Please submit resumes to president@jlboston.org

For more information on JL Boston, please visit www.jlboston.org