



## Operations Director

**ABOUT CALIFORNIA COALITION FOR RURAL HOUSING (CCRH):** CCRH is a statewide nonprofit organization that works to ensure affordable housing opportunities for low-income households in California. Formed in 1976, CCRH is one of the oldest state low-income housing coalitions in the country. Through advocacy, community organizing, technical assistance, leadership development, research and education, our goal is to make the case for rural housing improvement and strengthen the capacity of the nonprofit and public sectors to provide affordable housing and related facilities.

**SUMMARY:** The Operations Director ensures that the day-to-day operations of the California Coalition for Rural Housing run smoothly and are administered effectively. Responsible for overseeing the organization's administrative & office functions, including vendor relations; overseeing the organization's membership growth, coordinating fund development efforts, and providing overall organizational support, including board relations, in partnership with the Executive Director.

**ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:** include the following. Other duties may be assigned.

### Organizational Management

- Works with Executive Director and Leadership Development Programs Director to build and maintain a values- and mission-driven culture which integrates racial equity, diversity, and inclusion, and co-powerment into our work and encourages productive working relationships and positive morale among staff.
- Support the Executive Director, Board of Directors, and staff in developing and executing the future strategic plan and annual goals to ensure California Coalition for Rural Housing's growth, sustainability, and success.
- Develop practices to promote culture of organizational learning; manage development of evaluation protocol and procedures, as well as managing staff and organizational capacity-building opportunities.
- Identifies and implements new, or revises existing, administrative-, HR-, Board of Directors-, membership-, and fundraising-related policies, procedures and practices that integrate our organizational values, including diversity, equity, inclusion, and co-powerment.

### Administration/HR

- Manages administrative duties to ensure smooth and efficient operations.
- Manages the development, implementation, maintenance, and enforcement of office policies, procedures, and practices, including updating the Employee Handbook and Policy and Procedure Manual.
- Organizes staff and board meetings.
- Ensures compliance with and renewal of risk management insurance plans, including worker's compensation, general liability, directors and officers, and employment practices liability.

- Ensures compliance with rules and regulations governing 501c3 operations.
- Manages organization's hiring and annual review process.
- Manages organizations' contractor/consultant contracts, MOU development and invoice processing.
- Maintains the supporting materials to assist program leads in applying to grants and responding to RFPs.
- Administers employee benefits, including health, vision and dental insurance, health savings account, long-term disability, life insurance, and 401(k) retirement plan.
- Manages annual audit process, including maintaining records of receivables and compiling data in coordination with the bookkeeper and auditor.
- Manages maintenance of office, furnishings, equipment, IT, and telecom systems.
- Leads management and oversight of software subscriptions and purchasing, including database platform(s) that effectively streamlines and integrates organization's communication, fundraising (membership, sponsorships, grant making, other donors), and policy advocacy needs.

#### Board Relations

- Calendars meetings of board of directors, sends notifications, and manages quorums.
- Works with Executive Director to disseminate meeting agendas and materials.
- Coordinates board meetings and serves as recording secretary.
- Prepares Minutes and Resolutions for Board adoption and retention.
- Serves as the staff lead for the Programs Committee.
- Helps develop resources, tools, and systems to support the effective onboarding and ongoing engagement of Board Members.
- Supports the Executive Director with other Board committees as needed.
- Works with the executive Director to develop board retreats.
- Builds relationships with individual board members.

#### Member/Donor Management

- Manages membership outreach and cultivation strategies and activities, including development of target email membership appeals.
- Maintains record of donors and members.
- Manages CCRH's membership in other organizations.

#### Financial and Contract Management

- Act as the main interface between the accountant, Executive Director, and Program Directors to ensure that staff receive financial documents on a timely basis
- Assists the Executive Director and team with fund development including:
  - Manages application, award/contracting, and reporting processes and deadlines.
  - Develops and implements system to track and measure progress and key data points, in coordination with staff.
- Works with Executive Director to prepare an annual budget and to provide oversight of revenue and expenses; ensures the annual conference is fiscally well managed.
- Monitors revenue and expenses and implements cost containment measures.
- Helps develop, implement, and monitor fiscal management policies and procedures.
- Ensures timely and consistent invoicing.

**SUPERVISORY RESPONSIBILITIES:** Directly supervises administrative staff in the organization. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, onboarding, orienting, and training employees; identify and advance professional development opportunities; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree (B.A.) from four-year college or university; and five to eight years related experience and/or training; or equivalent combination of education and experience. Advanced computer skills in the MS Suite of programs, including SharePoint
- At minimum five years of experience in organization administration
- Experience working in diverse communities with strong cultural competency skills
- Strong oral and written communication skills with ability to foster strong relationships with key stakeholders and decision-makers

#### **PREFERRED SKILLS**

- Experience working in the nonprofit and/or government sectors
- Direct experience in grant management or a closely related field
- Demonstrated experience in grant reporting
- Familiarity with email marketing
- Working knowledge of nonprofit financial accounting and reporting
- Familiarity with affordable housing or related social equity issues

#### **DESIRED ATTRIBUTES**

- **Attention to detail:** Notices and fixes errors that others might overlook. Acknowledges mistakes and turns them into learning opportunities. Has a track record of leaving things better than they found them.
- **Strategist's mind:** Quickly grasps the subtleties of complex issues and identifies patterns in challenges. Comes up with insightful, pragmatic, equitable, and sustainable ways to tackle common challenges and produce positive change. Has a successful track record of taking a concept from idea to implementation.
- **Manages a high volume of work with efficiency:** Has, or can create, a system for keeping tasks from slipping through the cracks. Able to juggle competing demands and prioritize without sacrificing quality. Plans backwards to make deadlines. Asks for help when needed.
- **Knowledge and familiarity with REDI (Racial Equity, Diversity, Inclusion) principles:** Recognizes ways that race and other identities intersect in the work, especially with communities we serve. Comfortable talking about identities such as race, ethnicity, sexual orientation, class, ability, or gender in plain, specific terms. Understands the historical context for racial inequity and its present-day implications.

- **Proactively advances equity outcomes:** Identifies decisions, policies, or practices that have disparate impacts based on identity. Is driven to make changes in systems and practices to operationalize equity.
- **Self-awareness and emotional intelligence:** Able to reflect on and describe the impact of one’s own identities—and those of others—in a given situation, decision, or process. Demonstrates awareness of growing edges. Able to hear, reflect, act on, and learn from feedback re: identity and equity.
- **Team builder:** Able to work well in diverse groups, encourages meaningful conversation, builds and maintains effective working relationships.

Currently this position is remote from home, however, this position requires access to reliable transportation and future time in the downtown Sacramento office multiple days a week.

Starting Salary Range: \$70,000-90,000 annually. This is an exempt position.

Benefits package includes: health insurance (with vision and dental), retirement plan, and generous paid vacation and personal days. CCRH is an Equal Opportunity Employer and considers all employees and job applicants without regard to race, religion, color, gender, age, national origin, disability, veteran status, sexual orientation or marital status, or any other status protected by the law. We strongly encourage people of color, people of diverse gender identities, women and LGBTQ+ persons to apply.

To apply, please send a PDF resume and a cover letter to [andrea@calruralhousing.org](mailto:andrea@calruralhousing.org) with the subject: DIRECTOR OF OPERATIONS