



JOB DESCRIPTION

Director of Operations

I. Objectives: The Director of Operations will develop/improve and implement the infrastructure, policies/procedures and systems needed to support strategic objectives. This position will be responsible for the development and oversight of administrative and financial systems including finances, accounting, grants management, information technology, human resources, risk and legal management, internal control, and physical infrastructure. This position will work closely with the President, the leadership team, and other stakeholders. The Director of Operations will work closely with the Finance and Audit Committee of the Board of Directors.

II. Supervision:

This position reports directly to the President. The Director of Operations supervises the human resource consultant(s), finance specialist and contractors, project management specialist, and any other consultants related to core operations functions.

III. Responsibilities:

- A. Assess, implement, and continuously improve the infrastructure and systems needed to support strategic objectives and required internal control practices.
- B. Provide day-to-day leadership and management that incorporates both the core values of Children's HeartLink and supports business growth strategies.
- C. Analyze the current technology infrastructure and develop the plan for the next level of information technology, financial systems, and grants management systems that support the organization's growth strategy.
- D. Oversee financial management of the organization, including the review and approval of monthly, quarterly and annual financial reporting materials and metrics for the President, Board of Directors and other management members. This includes overseeing finance department activities, including the capturing of key data and processes to report progress on annual plan and strategic plan.
- E. Upgrade and implement an appropriate system of policies, internal controls, risk management strategies, and accounting standards and procedures. Policies and systems need to support the international nature of our work and should consider country-specific requirements, in-country consultants, and international collaboration and travel required as part of our work.
- F. Partner with the leadership team on the organization's administrative and operational processes, with the goal of continuously improving systems/technologies to support key capabilities required for future growth and to support and drive key human resource initiatives.
- G. Collaborate with the finance team to prepare for annual financial audit; serve along with the finance directors as the main source of contact for the auditors.
- H. Further develop Children's HeartLink's human resources policies and practices, including recruitment/selection, training/development, compensation/benefits, performance management, rewards/recognition, and safety; and collaborate with the leadership team to ensure that the focus remains on the organization's mission while maintaining the culture that makes Children's HeartLink unique.

- I. Manage business decisions in collaboration with the senior leadership team related to country laws for non-governmental organizations, incorporation, and in-country staffing.
- J. Oversee and collaborate with all external partners, including third-party vendors and consultants.
- K. Other duties as assigned.

IV. General Office Responsibilities:

- A. Attend and participate in Board of Director meetings.
- B. Attend and participate in staff meetings, retreats and special sessions.
- C. Participate in annual performance review.
- D. Stay abreast of industry trends and news.

V. Required Experience and Skills:

- A. Business or Accounting degree
- B. Minimum 5 to 7 years of relevant experience (e.g., financial management and/or accounting; audit, legal compliance and budget development; organizational development, human resources management and general management).
- C. Experience with grants management.
- D. Proven effectiveness managing others.
- E. Technology savvy with experience selecting and overseeing software installations and managing relationships with software vendors; knowledge of accounting and reporting software.
- F. Experience effectively developing and implementing financial reporting for key stakeholders.
- G. Excellent communication and interpersonal skills; ability to work effectively and collaboratively with diverse groups of people.
- H. Ability to work with others as a team and in support of a positive work culture.
- I. Ability to deal with ambiguities and changing priorities.

Preferred Experience

- A. Master's in Business Administration
- B. Experience with global business operations

Qualified candidates should submit their cover letter indicating salary requirements, resume, and contact information for three references to: kate@childrensheartlink.org