



Director of Operations

Organization Overview

Boston CASA (Court Appointed Special Advocates) promotes and protects the best interests of children and youth who have experienced abuse and neglect. We train and support community-based volunteers who provide a voice to children in the court system so they may thrive in a stable environment.

Boston CASA fulfills this mission by recruiting, training and supervising volunteers from the community who are appointed as a child's guardian ad litem (GAL), to protect and promote their “best interest” while ensuring they have access to safe and permanent homes. CASA Volunteers come from all walks of life. They have a variety of professional, educational and cultural backgrounds. They are selected on the quality of their objectivity, competence, and commitment. Please visit our website at www.bostoncasa.org to learn more about the organization.

General Description

The Director of Operations provides direction and day-to-day management of several key functions such as finance, administration, human resources, organization performance and/or compliance; assumes responsibility for major projects; assumes responsibility for the organization in absence of the Executive Director. Participates as a member of the senior leadership team to ensure effective program planning, organizing, operations and staff development, while working to meet the organization’s short- and long-term objectives.

Responsibilities

- Provide day-to-day leadership and management;
- Building, maintaining and encouraging a productive working relationship with all staff members;
- Collaborate with the leadership team to develop and implement plans for the operational infrastructure of systems, policies, processes, and staff;
- Develop an annual operating plan, in collaboration with the Executive Director, which supports the organization’s long-term strategy;
- Drive the organization to achieve and surpass strategic/business plans, goals and objectives;
- Build and grow a strong and stable workforce;
- Maintain a positive and ethical work climate that is conducive to attracting, retaining and motivating a diverse group of top-quality employees at all levels;
- Stimulating employees for achieving the desired results via positive methods and attitudes;
- Under the leadership of the Executive Director, ensuring quality hires and managing compensation and performance management program for staying within the budget;
- Carrying out responsibilities that include planning, assigning and directing the goals of the organization, appraising performances, rewarding employees and addressing complaints and resolving problems.
- Facilitate the annual audit
- Manage QuickBooks and provide regular financial updates to the Executive Director and BoD

Specific Duties

Operations Management

- Improve efficiency and effectiveness of all internal operations

- Enhance agency infrastructure to better support agency programming
- Manage information technology with support of contractor, including ongoing maintenance and updating of systems, hardware, and software
- Support the Organization with building maintenance, services and repairs as needed
- Improve processes and policies in support of organizational goals. Monitor adherence to rules, regulations and procedures

Administration and Finance

- Serve as the lead on agency use of data systems, research and implementation plans;
- Provide support for data collection to streamline reporting on outputs and outcomes in all areas
- Complete monthly bookkeeping and monitor all financial systems, processes and protocol
- In partnership with the Executive Director, prepare and oversee agency budget
- Oversee and understand program contracts, legal documents, and insurance policies

Human Resources

- Manage human resources, including responsibility for hiring/firing process; employee and volunteer policies, processes, evaluation and training
- Risk Management - Oversee screening of staff and volunteers. Assist in ensuring that health and safety protocols are up to date and followed by the organization; oversee and ensure legal compliance
- Administer benefits and manage the payroll and time-keeping systems.

Other

- Along with the Executive Director and senior staff, provide staff support and guidance to the Board of Directors and serve as staff liaison to the BoD Treasurer and finance committee
- Provide input to the Executive Director in strategic planning and budgeting
- Represent the agency at private and public functions as needed
- Serve on community committees and task forces as directed by the Executive Director.

Qualifications:

- Master's Degree in non-profit management, business, finance or related field *or* equivalent combination of education and experience demonstrating the required knowledge, skills and abilities to carry out the responsibilities of the position
- Possess outstanding organizational and leadership abilities; including the ability to recognize and cultivate rising talent
- High-level understanding of business functionality including IT, HR, Finance, QuickBooks, Contracting, and Compliance
- Passion for Boston CASA's mission and ability to articulate its philosophy, values, and practices to internal and external stakeholders
- Aptitude in sound decision-making and problem-solving in high-pressure situations
- A thorough knowledge of budget and financial management principles and strategies, and experience in developing and monitoring budgets to ensure sufficient resources to meet departmental goals and objectives
- The ability to supervise, communicate with and motivate CASA staff to be effective in their roles
- Must have the ability to work cooperatively with different types of personalities and individuals of diverse racial/economic/cultural backgrounds
- The ability to manage and utilize data systems and synthesize that information to help inform organizational outcomes
- Must have skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands and working with deadlines; skill in evaluating, analyzing, identifying and recommending solutions to complex problems
- Skills should also include demonstrated leadership ability, problem solving, data analysis, personnel management, and strong interpersonal skills
- Strong computer skills and knowledge of Microsoft systems and applications

- Superior oral and written communication skills are essential
- Commitment to Boston CASA's mission and program goals

Compensation & Benefits

Salary: 78K-90K

Boston CASA offers a comprehensive benefits package, including health insurance, paid time off, holidays, and professional development opportunities.

Application Instructions: Interested candidates should submit a resume and cover letter to **nicole@bostoncasa.org**. The cover letter should highlight the candidates experience related to key responsibilities of this role including experience using QuickBooks, coordinating or supporting financial audits and working with external auditors, and human resources and employee benefits administration, including onboarding, personnel policies, and compliance.

At Boston CASA, we don't just accept difference - we celebrate it, support it, and thrive on it for the benefit of our team and the communities we serve. Boston CASA is an equal opportunity employer and as such, we do not discriminate against any team member or candidate because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or any other basis protected by law. We encourage all to apply because we believe a diversity of voices leads to better discussions, decisions, and outcomes for everyone.