

# DIRECTOR OF OPERATIONS

POSITION – FULL TIME EXEMPT • REPORTS TO EXECUTIVE DIRECTOR



## Overall Objectives:

- Establishes and implements operating policies and procedures
- Monitors and evaluates operational effectiveness and makes changes required for improvement
- Responsible to develop and implement quality standards and improvement within the organization
- Responsible for the stewardship of Center resources and oversight of the operating budget

## DUTIES AND RESPONSIBILITIES

### 1. Operations

#### Administration

- Responsibility for the CAC's policies, policy manuals, memos and internal and external reporting and implementing long-range goals and objectives.
- Makes effective, timely decisions based on sound judgment, data and experience, considering implications and consequences
- Ensures compliance with IRS non-profit regulations
- Oversees process of maintaining and repairing facilities and equipment at the CAC
- Structures ideas, people or resources in ways that support the achievement of specific and broader objectives in an orderly, effective and systematic fashion
- Direct responsibility for the administration of all finance, administration, and information services
- Coordinates the implementation of strategic plan
- Assists the Executive Director in maintaining the balance between the spiritual as well as the business aspect of the Center and its programs
- Works in collaboration with the CAC Founder and Executive Director with a desire to create synergy in the development and fulfillment of the CAC Mission
- Acts as lead contact for special projects outside the scope of other Departments
- Responsible for developing and implementing fundraising appeals

#### Accounting

- Prepares and consolidates all required information for the Annual Budget for the Center and presents the budget to the Board for approval on a timely basis. Establishes budgeting criteria and methodologies for the budget preparation cycle
- Ongoing analysis of activities, costs, operations, and forecast data to determine the Center's progress toward stated goals and objectives
- Responsible for the accurate accounting and financial statement
- Responsible for safekeeping of all assets, timely payment of all liabilities and institution of proper internal controls
- Develops and implements appropriate financial policies and procedures
- Advises on all financial matters affecting programs and service.
- Monitors and manages the financial aspects of all contracts

## Human Resources

- Develops and manages job descriptions and a policy and procedure manual for all employees
- Interviewing, hiring, evaluating, and the training of direct reports
- Planning, assigning, and directing work for all Infrastructure staff
- Resolving employee complaints
- Oversees the processing and storage of personnel records including the Achievement and Development Annual Summaries
- Direct Reports are: Office Manager, Facilities Coordinator, IT Specialist, Design Specialist, Data Entry Clerk, Receptionist, Special Project Assistant, and Work Interns as assigned

## 2. Information Systems

- Provides Business Team and Executive Director with computer system needs for management
- Develops and recommends plans for systems development and operations; hardware and software purchases and budgeting
- Direct responsibility for the development, implementation, installation, and operation of information and functional systems for the organization
- Direct responsibility for implementation and monitoring of management information systems, policies and controls to ensure data accuracy and security
- Direct responsibility for the development and implementation of technology training for staff

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### Qualifications:

- Committed to uphold the mission of the Center for Action and Contemplation
- Excellent skills in communication, human relations, teams, programs and personnel management
- Strong personnel and fiscal management experience
- Strong working knowledge of current personnel regulations (3 -5 years)
- Knowledge of information systems and ability to work with consultants
- Knowledge of program development and implementation
- Excellent analytical skills
- Be well organized, able to handle multiple tasks and prioritize

### Desired Skills / Experience:

- Experience in working in a not for profit
- Experience in working with a Board of Directors
- Volunteering in the community
- Strong personal Spiritual life

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**Position – Full time exempt**

**Submit Resumes with cover letter to:**

**Center for Action and Contemplation  
Personnel  
PO Box 12464  
Albuquerque, NM 87195**

Or by email [ldillard@cacradicalgrace.org](mailto:ldillard@cacradicalgrace.org)