**Job Title:** Director of Operations  
**Reports To:** President/Executive Director  
**FLSA Status:** Full-time; exempt

**Summary Job Description:**  
The Director of Operations reports to the President/Executive Director and serves as an integral member of the senior management team. As the Director of Operations, the position provides the leadership, management and vision necessary to ensure that City Forward Collective has the proper operational controls, administrative and reporting procedures, and people systems in place to ensure financial strength and operating efficiency. The ideal candidate will direct the organization's day-to-day accounting functions as well as maintain relationships with lending institutions, stakeholders, and the financial community. In addition to finance and operations, the Director of Operations will oversee basic human resources functions.

**Essential Duties and Responsibilities:**

**General Operations**

- Supervise the daily administration of the organization's offices and the operation of equipment, technology and facilities.
- Assist the Executive Director in implementation of strategic initiatives.
- Along with the Executive Director and Board Chair, set annual Board and Committee meetings calendar. Work with the board liaisons to prepare materials for scheduled meetings.
- Ensure regulatory compliance in financial, fundraising, and human resources systems.
- Assure core processes are effective, efficient and documented and have proper internal controls.
- Periodically evaluate and update systems for Information Technology, Human Resources, Financial Policies and Communications in order to improve efficiency with automation across organization.
- Maintain and file all legal compliance documents (e.g., 1099’s and 1096’s).
- Manage compliance for grants awarded by City Forward Collective

**Financial Operations**

- Maintain day-to-day financial accounts including cash, checking, credit cards and investments.
- Reconcile all bank and investment accounts. Electronically transfer funds within accounts as needed.
- Reconcile contributed revenue with fund development department quarterly to ensure accurate financial reporting.
- Administer process for time tracking of employees to allocate salary expense to programs.
- Manage vendor relationships and contracts
DIRECTOR OF OPERATIONS
POSITION DESCRIPTION

• Prepare various monthly financial statements and reports for Executive Director which include metrics and analysis.
• Prepare Finance Committee board packets and staff the Finance Committee meeting.
• Coordinate annual audit with outside firm and finance consultant. Assist with the preparation of year-end financial statements and 990.
• Prepare annual financial report including footnotes.
• Prepare annual budgets to support the Executive Director, the Finance Committee, the Board, and the development of grant proposals.
• Submit payroll on semi-monthly basis to our third-party service provider for pay dates of the 14th and 28th.
• Ensure biweekly payroll process is accurate and efficient.
• Process all account receivables and payables.

Human Resources
• Oversee the staffing of the organization, hiring, training, employee benefits, and the retention of employees.
• Ensure job descriptions are up to date and compliant with all local, state and federal regulations.
• Investigate employee issues and conflicts and ensure are brought to resolution.
• Coordinate recruitment, employee development and retention, policy and procedures administration, employee relations, performance management, and compensation and benefits.
• Lead internal employee communication efforts regarding company policies, compensation, and benefits.
• Ensure talent development and the execution of and compliance with employee review processes.
• Communicate and educate employees at all levels on company’s culture, policies and practices.
• Oversees the hiring process and perform employee orientation prior to start date.
• Maintain attendance and PTO tracking systems.
• Manage human resources policy development, administration and documentation.

Education/Experience:
• Master’s Degree in Business Administration, Accounting or Non-Profit Management preferred.
• Five years in the accounting field or Business Administration; non-profit experience required.
• Experience with non-profit accounting software a plus.
• Excellent written and oral communication skills with a desire and proven ability to communicate with people at all levels of financial knowledge.
• Experience administering human resources functions.
• Experience with employee benefits management.
• Experience with non-profit grants management.
DIRECTOR OF OPERATIONS
POSITION DESCRIPTION

• Analytical, financial analysis and forecasting capabilities.
• Strong organizational and planning skills.
• Outstanding computer literacy especially knowledge with Excel.
• Ability to manage multiple projects simultaneously.

Review of applications will begin immediately and continue until the position has been filled. For best consideration, please submit a resume and a cover letter outlining what you bring to this work to: careers@cityforwardcollective.org by May 8.

ABOUT CITY FORWARD COLLECTIVE: City Forward Collective is working to secure the future of Milwaukee and its institutions, economy, and quality of life by ending educational inequity and ensuring every single child has the opportunity to attend a high-quality school. We work directly with Milwaukee school leaders, educators, families, and communities to build skills, knowledge, and power through four key strategic focus areas:

• **Effective & Representative Talent**: Ensure strong, culturally competent teachers, school leaders, principal managers, and governing board members, with an emphasis on more black and brown people in those roles

• **Family & Community Organizing**: Facilitate sustained family and community organizing to build a movement of Milwaukee residents who understand and advocate for high-quality schools across our city

• **Community-Informed Policy**: Advocate for policies that eliminate educational inequities and ensure high-quality schools thrive; align communities and create coalitions to achieve positive change

• **Strategic Investment**: Strategically invest and channel philanthropic dollars to expand existing high-quality schools, incubate new schools, and improve promising schools

City Forward Collective is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. City Forward Collective does not discriminate against any individual with respect to the terms and conditions of employment based on that individual’s race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. City Forward Collective is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.