**About Us**

*Kitchen Table Advisors* (KTA) fuels the economic viability of sustainable small farms and ranches through practical business advising and trusted relationships. Our vision is that regenerative farmers and ranchers are thriving leaders of a vibrant, community-based economy that is rooted in equitable distribution of power and resources. Kitchen Table Advisors’ work aims to both directly support farmers and ranchers, as well as shift the ecosystem in which they operate, to be more supportive of their agricultural practices and their lived experiences. We focus our efforts on land, markets and capital, which we see as key levers of change as small sustainable farms and ranches strive towards long-term economic viability.

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**Job Title:** Director, Operations  
**Classification:** Exempt, Full-Time  
**Salary Range:** $91,000 - $100,000  
**Total Rewards Include:** Professional development stipend, medical, dental, vision, life insurance, and employer-matched 401k. Flexible working schedule, generous vacation, and leave policies.  
**Work Location:** Serving Northern and Central California’s counties including, but not limited to: Yolo, Solano, Sacramento, Sonoma, Marin, Napa, San Mateo, Alameda, Contra Costa, Monterey, Santa Cruz, San Benito, Santa Clara, Madera, Stanislaus, and surrounding areas. This role is remote; however, applicants must be located in or willing to relocate to one of the regions that we serve.

**Post Date:** 05/10/2022  
**First Review Date:** 05/31/2022

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**Job Overview**

Kitchen Table Advisors is at an exciting stage of organizational growth. Over the past several years, we have doubled the number of staff and launched a second complementary program to our flagship 1:1 business advising program. To support this growth, we have prioritized strengthening our internal structures to support our team so that we can continue offering our farmers and community the best possible services for years to come.

The Director of Operations is a newly-created role for a system builder, people expert, team leader, and organizational thinker whose primary focus is to strengthen a cohesive and connected team at KTA, ensuring that our internal operating systems are in alignment with organizational needs. Key accountabilities include, but are not limited to, shaping & managing organizational system design needs, development & management of key organizational processes and standard operating procedures, and tools to support the various areas including but not limited to change management, user readiness, and end-user training.

This role is a partner and peer to the other Directors of the organization in our distributed leadership structure. Together, Directors share responsibility for stewarding the overall direction and strategy of the organization through democratic, consensus-based decision making.

**Responsibilities**

Serve as a competent, creative, and active partner on KTA’s leadership team, bringing a forward-looking and proactive stance to managing and innovating across KTA’s operational functions.

- **Refine Existing and Develop New Internal Team Systems Structures and Policies (30%)**
  - Identify and project manage collaborative initiatives that advance our operational and administrative excellence, including maximizing access to, and use of, technology that can accelerate organizational goals.
  - Lead the continued design improvements and management of our CRM (customer relationship management) system, as a tool for both stewarding relationships and evaluation by partnering with directors to understand and address goals and needs.
  - Manage the Operations Team in providing timely and responsive support to the Resource Generation and Program teams
Liaise with our fiscal sponsor, Multiplier, to ensure alignment, consistency and efficacy of organizational systems and processes, including exploration of developing into our own 501c3 entity

**Partner with Program Team (30%)**
- Support Program Directors in implementing program strategy by standardizing and systematizing case management in 1-on-1 Business Advising & Ecosystem Building programs
- Support current and future client and program impact evaluation, including:
  - Partnering with regional Directors to manage and improve process for data collection, quality control and evaluation (e.g. historically annual business assessment), including managing process in a way that works for regional Directors
  - Lead process to continually improve client and program evaluation process to align with organizational theory of change and annual goals, including gathering input/needs from regional Directors and Resource Generation

**Partner with Resource Generation Teams (20%)**
- Collaborate with the Communications and Fundraising Directors to shape the strategy, standardization, and evaluation of system & operational needs
- Serve as a bridge between Program and Resource Generation teams to provide effective bi-directional communication around client information and milestones

**Management and Organizational Leadership (20%)**
- Recruit, coach, and manage staff and contractors to collectively achieve organizational goals, with regards to operational systems and needs
- Provide peer support to and accountability of fellow Directors on a regular basis through direct communication and performance review process
- Problem solve around unexpected crises or threats to organizational health and well-being (e.g. budget shortfalls, staff challenges, external partnership conflicts)

**Ideal Candidate**
You are a visionary, pragmatic leader who brings expertise in project/process management and system deployment. You have the desire, drive and skill to lead the design and development of internal systems, process management and procedures that will enable us to leverage data to predict and drive organizational decision-making and service outcomes. You have navigated change management and are comfortable with this body of work. You are excited about helping us build cross-functional systems and to fine-tune our core processes.

You are a skilled and trusted colleague, coach, mentor, and advisor who understands the big picture and enjoys aligning priorities with broader organizational goals/needs. You thrive when working in collaboration and partnership across departments, and are also content working independently to drive projects forward. You excel at advising teams with diverse backgrounds on how to maximize capacity by defining current and future needs, drawing on your skills as an excellent listener and relationship builder. You bring experience working in, or closely with, program and fundraising teams. You work well in an environment in which process development is an opportunity that excites you, and you are comfortable with leading change management, readiness, and end-user training.

You have high integrity and ethics, EQ, and organizational drive, and thrive when collaborating with a team of like-minded, dedicated professionals who come to work every day ready to deepen our impact in the world. You bring to the organization an awesome attitude, positive vibe, good cheer, and a great sense of humor. You care about equity, our planet and our future and you want to work in an environment that inspires you and others to action every day.

**Qualifications**
We recognize that each applicant will bring unique skills, knowledge, experiences, and background to this position. We welcome diverse experiences and perspectives in our applicant pool, and will be looking for candidates who possess many, but not necessarily all, of the following qualifications and experience:
- 10+ years of relevant experience at Senior Manager or Director level, particularly in organizations with 20-30 employees
- 5+ years of leadership and supervision experience
- 5+ years of project/process management experience
- Worked in rapidly growing organizations and/or organizations with distributed leadership structures
- Ability to stay organized, move multiple projects and priorities forward simultaneously, and reprioritize regularly
- Understanding of, or ability to learn, landscape of networks and relationships with sustainable farms, food businesses, nonprofit partners, etc. in Northern California
- Balance of assertiveness, decisiveness, and consensus building
- Lived experience and/or cultural competency that enables understanding of diverse spectrum of clients and staff
- Bilingual English and Spanish preferred

**Travel and Schedule Considerations**
- Due to the nature of the work, candidates must possess a valid driver’s license, with access to a vehicle, for periodic travel throughout Northern and Central California to meet with team members and partners.
- There will be occasional work responsibilities that occur during the evenings and/or weekends.

**To Apply**
Please submit the following to info@kitchentableadvisors.org subject line “Director-Operations-Application”. All qualified candidates will be contacted via email. This position is open until filled. Applications will be reviewed on a rolling basis, with a first review date of 05/31/22:
- A cover letter describing your interest in this position and our work
- Resumé

Kitchen Table Advisors is a project of Multiplier, a nationally-recognized nonprofit headquartered in San Francisco, that accelerates impact for initiatives that protect and foster a healthy, sustainable, resilient, and equitable world (www.multiplier.org). Director will be an employee of Multiplier.

Multiplier and Kitchen Table Advisors celebrate diversity and are committed to building teams and partnerships that represent a variety of backgrounds, perspectives, and skills. Multiplier and Kitchen Table Advisors are also committed to providing an environment of mutual respect that is free from discrimination and harassment. Multiplier and Kitchen Table Advisors prohibit discrimination in its governance, programs and activities on the basis of race, color, national origin, age, disability, religion, gender, sexual orientation, gender identity, genetic information, political beliefs, reprisal, marital status, amnesty, status as a covered veteran, because all or part of an individual’s income is derived from public assistance, or for any other non-merit based factor.