

Position Description: E3 Alliance Senior Director of Operations

Classification: Full Time

Direct Supervisor: E3 Alliance Executive Director

E3 Alliance is looking for an experienced leader for Operations. The Senior Director of Operations (SDO) is responsible for the efficient and effective internal operations of the E3 Alliance organization for people, processes and systems. The Operations team, led by the SDO, provides support and services to all departments and staff. The SDO is a member of the Leadership Team and reports to the Executive Director. This is a new role and will initially have 2.5 direct reports.

The SDO will lead the development of people, process and systems management strategies. They will contribute to the development and implementation of the overall organization's strategic goals with special emphasis on diversity, equity and inclusion. This role leads our human capital systems, nurtures our culture, embraces our core values, and promotes staff happiness and belonging. The SDO is responsible for recruiting, onboarding and supporting staff through equitable hiring and career development practices. Through collaboration with peers and other staff, the SDO will analyze current business processes and internal systems and recommend improvements. The SDO will work closely with the financial lead on financial operations and processes. They will streamline policies and procedures in all operational domains, and will manage processes related to business operations such as organizational development, performance management, project and systems management and facilities.

The ideal candidate will have demonstrated successful leadership and management of human resources, finance, technology, process design and project management. They will also have experience fostering a strong workplace culture.

At E3 Alliance we value both the effectiveness of remote work and the importance of in-person collaboration. E3 Alliance offers the flexibility to staff of working remotely or in an office with the understanding that some in-person meetings will be required.

E3 Alliance is a data-driven education collaborative based in Austin, Texas. Our mission is to “transform education systems through data and collaboration so all students succeed.” Founded in 2006, E3 Alliance is a nationally-recognized, non-profit, data-driven collective impact organization of education stakeholders, including 15 Independent School Districts, eight Institutions of Higher Education, and more than 200 community/industry partners working together to advance our regional education strategic plan, “The Blueprint for Education Change™”. Read more about E3 Alliance on our website

<https://e3alliance.org>

Our Core Values: Collaboration | Data-driven | Equity | Learning | Relentless

E3 Alliance is an equal opportunity employer, and has a Best Place for Working Parents 2022 designation.

Primary Duties and Responsibilities:

Strategic, general leadership

- Advises the President/Executive Director (ED) and Leadership Team on internal operations and systems, human resources, company policies and critical operational issues
- Contributes to the development of E3 Alliance's strategic goals and objectives as well as the

- overall management of the organization
- Prepares reports and presentation materials for Board of Directors meetings

Culture & People

- Promotes a culture rooted in our core values and centered on all staff feeling welcome and valued
- Monitors culture through surveys, observations and discussion and recommends actions to reinforce positives and address opportunities
- Oversees recruiting, hiring, onboarding and staff support processes
- Develops and executes strategies for staff training and professional development, ensuring all staff have the opportunity to learn and grow
- Mentors and develops staff using a supportive and collaborative approach: assigns accountabilities; sets objectives; establishes priorities; and monitors and evaluates results
- Establishes annual schedules, templates, training materials and leads E3's performance management processes including goal-setting, periodic reviews, check-ins, and 360 surveys

Operations/Processes and Systems

- Provides structure, protocols and expertise to guide sound organizational practices for internal operations and systems
- Drafts and/or reviews vendor and contractor agreements
- Maintains and enhances internal dashboard that provides visibility to organizational objectives and performance metrics
- Oversees the data systems team which provides data systems and technology tool implementation and support
- Owns the roadmap and oversees development of E3's public-facing educational data site and collaborates with the Research and Communications teams on updates and enhancements
- Identifies and implements systems and processes to assist staff with efficiency and effectiveness of responsibilities, such as project management tools and processes and systems to enhance operational efficiencies

Finance and Accounting

- Understands financial accounting principles for non-profits including grant accounting, budgeting and reporting and can read financial statements
- Manages department budget and spending

Facilities

- Develops plans and policies for using offices, meeting rooms and common space that maximizes the effectiveness of in-person work activities
- Handles acquisition and/or disposal of office furniture and equipment as well as internet and other support contracts as needed.

- Other duties as assigned

Desired Qualifications:

- Bachelor's degree in Business or Management
- Minimum 8 years' experience in a leadership role in operations, human resources, finance, and/or IT
- Experience with project and change management especially related to the implementation of new policies, processes and systems
- Dedicated to equity and inclusion, and helping lead continued commitment to DEIB principles and practices across the organization

- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical initiatives
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills
- Ability to influence and engage direct and indirect reports and peers
- Self-reliant, good problem solver, results oriented
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interact with senior management, E3 Alliance board of directors, and staff
- Passion for E3 Alliance's mission

Preferred Qualifications and Experience

- Member of SHRM
- Experience either as an employee or board member of a nonprofit organization
- Proven track record of success facilitating progressive organizational change and development within a growing organization
- Strong mentoring, coaching experience to a team with diverse levels of expertise

Compensation and Benefits

Austin Community College is a founding partner of E3 Alliance and through this partnership E3 utilizes ACC payroll, human resources, and benefits systems.

- Salary based on experience and expertise, as well as comparable pay for similar positions at other non-profit institutions. Salary Range: \$85, 000 - \$120,000
- Health care and dental insurance, TRS retirement benefits, disability insurance, and other standard ACC benefits
- E3 Alliance is unable to support candidates who require sponsorship to work in the United States
- This position is grant-funded, but does not have a defined timeframe and is intended to be a full-time, ongoing position

Title and compensation will be commensurate with experience.