

**United Way of Greater Portland
Position Description**

Position Title: SVP Operations **Team:** Operations and Organization Development
Reports to: President
Provides supervision to: VP Finance, VP Technology and Office Manager
Updated: November 2011

General Summary

Under the general direction of the President, this position is responsible for providing strategic leadership and professional guidance to all agency staff and volunteers and is responsible for ensuring the development and implementation of effective programs and processes within the agency to support the implementation of the strategic plan. This role is also responsible for overseeing and mentoring the areas of finance, technology, administration, human resources and operations.

Essential Job Functions

Strategic Planning & Execution

- Review, monitor and regularly evaluate the organization's structure, core competencies, culture, processes and technology to ensure all are in alignment with achieving agency goals.
- Together with the President and Board, support and lead the development, implementation and monitoring of the strategic plan.
- Collaborate with senior staff to maintain a culture of teamwork that ensures long term agency successes and alignment of agency goals.

Finance and Administration

- Provide leadership, strategic vision and general management support to the Vice President of Finance.
- Collaborate with the Vice President of Finance to set direction and accountability for the finance team.
- Support the Vice President of Finance in the implementation of the strategic plan and all other agency initiatives.
- Ensure compliance to all United Way Worldwide annual membership standards and be accountable for the fiscal integrity of the organization.

Technology

- Provide leadership, strategic vision and general management support to the Vice President of Information Technology.
- Collaborate with the Vice President of Information Technology to set technology direction and team accountability.
- Support the Vice President of Information Technology in the implementation of the strategic plan and all other agency initiatives.

Human Resources & Organization Development

- Manage and oversee the implementation of the Performance Assessment and Total Compensation programs.
- Review, evaluate and monitor all Human Resource policies and procedures to ensure alignment with all agency goals. Monitor and recommend changes or amendments as necessary and appropriate.
- Ensure human resources policies and procedures reflect and drive agency goals.
- Oversee the management and implementation of all employee benefit programs.
- Train and develop staff and volunteers on cultural and skill based competencies in support of the achievement of the strategic goals and agency mission.

- Ensure agency compliance with all federal and state laws and regulations.
- Seek external legal counsel and external Human Resources support as necessary and appropriate.

Operations

- Oversee development, implementation and evaluation of all internal operating policies. Monitor and recommend changes or amendments as necessary and appropriate.
- Collaborate with and lead the Executive Assistant/Office Manager to set direction for and monitor all day-to-day operations of the organization.

Provide support to President and Board of Directors

- Meet with President and Board leadership to review and discuss governance issues and plan Board meeting agendas.
- Collaborate with President to prepare supporting materials for all Board meetings.
- Provide staff support to Board Governance Committee.
- Provide new Board member orientation and training.

Relationship, Donor and Volunteer Management

- Participate in the evaluation and creation of agency fundraising initiatives, including attending individual and corporate donor meetings and events.
- Direct, lead and/or support volunteers on the Human Resource Organization Development Committee.
- Oversee and support both the Vice Presidents of Finance and the Vice President of Information Technology in their roles on the Finance & Investment and IT Committees.
- Recruit, manage, support and recognize volunteers. Develop and implement plan for volunteer leadership succession.
- Participate in Key Account Strategy Team meetings, and provide feedback on top corporate and individual donor relationship management plans.

Other

- Participate as an ex-officio Trustee of the United Way Foundation.
- Demonstrate strong external community involvement through volunteer service on community boards.
- Volunteer and actively participate in agency projects, special events, cross-functional teams or workgroups that support the work of the entire organization.
- Champion exceptional agency service both internally and externally.
- Remain current on trends and practices in the non-profit industry through peer association, seminar attendance, study, review of literature, and proposed legislation and review and evaluation.
- Remain current with United Way of World Wide Human Resources, Finance, Information Technology trends.

Organizational Standards and Behaviors (supporting documentation available)

- Strategic perspective
- Data informed decision making
- Innovation, creativity and risk taking
- Stewardship and accountability
- Community knowledge and external awareness
- Diversity
- Quality and continuous improvement
- Relationship management and customer service
- Collaboration and communication
- Superior Technical Skills
- Leading by example

Skills/ Experience/Training Required

- Bachelor's degree and seven (7) to ten (10) years experience in a management or leadership role, or equivalent work experience and training. Strong financial and technical knowledge necessary. MBA preferred.
- Experience overseeing and managing multiple disciplines concurrently including: operations, accounting, finance, human resources, facilities, technology and administration.
- Proven track record of exceeding goals and the ability to consistently make good decisions through a combination of analysis, experience, judgment, high level of business acumen, including successful financial management.
- Experience working directly with or volunteering in a leadership role for a mission driven organization.
- Well-honed presentation, public speaking, written and oral communication skills.
- Experience effectively marketing programs and ideas to a wide variety of individuals at all levels.
- Demonstrated success analyzing complex issues and developing and implementing relevant and realistic policies and programs.
- Significant agency advocacy and donor relationship management experience.
- Ability to recognize agency-wide priorities and work collaboratively in furtherance of those priorities.
- Ability to think strategically and anticipate future consequences.
- Problem solving and project management skills as well as creative resourcefulness.
- Demonstrated success leading disparate groups toward a common goal.
- Passion for mission driven organizations.

Supervisory Responsibility

- Directly supervise the Vice President of Finance and Vice President of Information Services, as well as share the supervision of an Executive Assistant/Office Manager.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising and evaluating performance; rewarding and disciplining employees; addressing complaints and resolving issues.
- Implementation of supervisory responsibilities in accordance with United Way's policies and applicable laws.

For Division Managers Only

- **Leadership:** Accountable for establishing goals and objectives and executing strategies that are supportive of the organization's overall strategic plan and direction.
- **Responsibility:** Ensure the overall success of the agency, program area(s), and individual staff in collaboration with the President.
- **Delegation:** Meet and exceed goals by delegating tasks to volunteer and staff members who are best able to accomplish them, encouraging the use of talent and judgment with appropriate levels of autonomy and accountability.
- **Coaching/mentoring:** Motivate direct reports and provide development opportunities by coaching and mentoring. Use individual development plans as a guide for ongoing conversations.

Working Conditions/Physical Demands

- Office environment, not subject to extremes in temperature, noise, odors, etc.
- Regularly uses computer keyboards requiring eye-hand coordination and finger dexterity.
- Will involve travel to meetings and attendance at evening and weekend meetings and events,

particularly during annual campaign and fundraising events.