



# Operations Programs Director

**Reports To:** Chief Programs Officer

**FLSA:** Exempt, Full-time

**Location:** Any Location, US

**Salary:** \$62,000 - \$72,000

## DESCRIPTION

Assisting the Chief Programs Officer (CPO) in leading and directing various Programs; assist CPO on Project Management assignments and/or lead Programs Projects as directed by the CPO; owner of all operational and performance programs reports; backup support of CPO and/or assigned Programs personnel as needed; interfaces with Business Development, Talent Management, Programs Leads of the Leadership Development Academy (LDA), INROADS Professionals (iPROS), College Links, HBCU+, FSI and other programs and/or projects as needed; working in partnership with CPO on implementing and monitoring goals and metrics; with some supervising and staff development activities. To apply, send your resume and optional cover letter to [jgolden@INROADS.org](mailto:jgolden@INROADS.org).

## KEY RESPONSIBILITIES

- Project Management of key Program assignments.
- Monitor and report on Programs performance.
- Reporting out on various project/programs as assigned.
- Assist with leading and reporting on the management of leadership development programs.
- Develop relationships with key stakeholders, and assist in the oversight of regional operations and staff activities to help achieve growth for established program goals in collaboration with department leaders (including Strategic Account Management/Business Development, National Talent Acquisition Group, Fund Development and Alumni Relations teams).
- Collaborate with learning and development to design and execute curriculum to meet coaching and ongoing Leadership Programming needs as assigned.
- Responsible for select aspects of fiscal management, including identification of initiatives to improve operating efficiencies and reduce costs.
- Integral involvement in the development, leading and implementation of strategic and tactical objectives in direct alignment with enterprise goals and annual operating plan for profitability.
- Supporting efforts to create, support and implement fund development strategies.
- With the support of CPO, manage, coach and develop staff with particular focus on intern servicing.
- Cultivate industry- and client-specific knowledge to enhance leadership development programs and intern coaching support.
- Collaborate with staff to ensure intern coaching, advising, retention and conversion standards are met.
- Foster positive community relations in support of philanthropy programs.
- Sponsor local community events that advance mission, vision and goals of INROADS.
- Assist and support CPO as needed.
- Collaborate with Director of Alumni Engagement and support Alumni activities.

## **QUALIFICATIONS**

- Bachelor's degree (BS or BA); advanced degree preferred.
- Minimum of 6 years of project management-level experience required with demonstrated business operational leadership experience and familiarity with learning and development for early career.
- Knowledgeable and experienced in Report development and reporting out results.
- Great quantitative skillset.
- Demonstrated analytical, communication, negotiation, relationship management and customer service skills.
- Relationship management – Demonstrated abilities in customer and vendor relationship management, including selling skills, investigative problem solving and negotiation techniques.
- General understanding of P&L statements.
- Demonstrated project management experience preferred, preferably in virtual environment; ability to develop high-performance teams.
- Leadership skills, including team building, change management, coaching and conflict resolution for personal development.
- Presentation skills and the ability to prepare and communicate statistical data and to convey operational requirements to staff, executive leadership team, national board of directors.
- Demonstrated ability to communicate effectively to a diverse group of staff and clients.
- Microsoft Office and CRM skills required.
- Must be able to travel 3% within national footprint.

## **COMPETENCIES DESIRED**

- Project Management
- Report Development
- Leadership acumen
- Proven account management experience
- Integrity
- Strategic agility
- Ability to develop high-performing teams (staff/volunteers)
- Leads change
- Passionate about customer service (internal/external)
- Inspires a sense of urgency
- Creative problem solving
- Action-oriented
- Resourceful
- Effective communication skills

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