**Director of Operations**

Location: Scottsdale, AZ

Reports To: Chief Financial Officer

NIET is seeking a director of operations to provide strategic leadership, management, and direct support of operational needs as the organization endeavors to successfully implement its strategic plan, including identifying and implementing operational process improvements organization-wide, strengthening the connection between the services team and finance team, and overseeing and maximizing events hosted by the organization. Exemplary candidates will have experience identifying opportunities for improving organizational operations, developing and implementing tools and systems, and maximizing the effectiveness and efficiency of tools with an orientation toward ensuring team members have what they need to successfully support partners.

Position Responsibilities

* Develop and/or refine the operational systems and tools necessary for the organization to implement its strategic plan
	+ In partnership with the CEO, CFO and VP of services ensure the tools being utilized to plan, deliver services, and monitor service delivery, including Salesforce and Mission Control, are being maximized
	+ Identify opportunities for operational improvement organization-wide and lead work teams to successfully identify and implement solutions
	+ Serve as a thought partner to internal teams on operational challenges within their respective functions
* Manage internal operations
	+ Identify and create reports for executive and service team leadership to support more efficient processes and decision-making, as needed
	+ Oversee systems and tools utilized by the organization, including Google Drive, the organizational archive, Zoom, and other platforms to ensure that the tools are being maximized or identifying new solutions.
	+ Support identified NIET operations and procedures as needed (i.e. federal reporting and grant interactions with funders)
* Lead planning and execution of organizational events
	+ Ensure all state, regional, and national events are strategically executed, including NIET’s National Conference, National Summer Institute, All-Staff convenings, and regional trainings
	+ Develop and monitor planning efforts related to executing organizational events, ensuring that each team member’s responsibilities are clear and completed on schedule
	+ In partnership with leadership team, review and manage collateral materials (i.e., signage, gifts, awards), shipments, receivables, tracking, and transportation
	+ In partnership with the CEO and CFO, review and manage vendor contracts related to executing events

Desired Qualifications

* 10+ years of experience, including progressive experience in organizational operations, non-profit experience preferred
* Track record of making strong connections across internal teams and identifying necessary process improvements followed by determining and implementing organization-wide solutions
* Strong communicator and listener with a demonstrated ability to build trust and strong relationships with both internal and external stakeholders with a focus on customer service
* Experience in Salesforce and other native Salesforce applications or similar CRM system preferred
* Experience managing across departments
* Outcomes driven problem solver comfortable with ambiguity
* Exhibit NIET’s core values
* Bachelor’s degree required

**To Apply:**

Please submit a resume/CV and cover letter to jobs@niet.org.

*No phone inquiries please.*