

**Partnership for the Delaware Estuary**  
**JOB DESCRIPTION**

<b>Title:</b> Director of Operations <b>Epithet:</b> Operations Director	<b>Grade / Step:</b> D12 <b>Status:</b> Regular Exempt Full Time
<b>Incumbent:</b>	<b>Signature:</b>
<b>Schedule:</b> 9am – 5pm Monday - Friday	<b>Date:</b>

**GENERAL DESCRIPTION**

The Director of Operations is a member of Partnership for the Delaware Estuary’s (PDE) leadership team and is responsible for the day-to-day operations of the organization. The Director of Operations ensures the organization is managed and performing efficiently and effectively by fostering collaboration among PDE’s departments and diverse initiatives. The Director advises on the design, development, and implementation of PDE’s business practices.

**JOB FUNCTIONS**

1. Oversees and monitors day-to-day operations of the organization
  - Acts as an advisor to the Executive Director and Action Team
  - Assists the Executive Director in effective decision-making
  - Leads the design and implementation of business strategies and procedures to improve day-to-day operations
  - Establishes metrics to analyze and interpret data pertaining to the efficiency and effectiveness of the organization’s operating procedures
  - Establishes policies and procedures that promote PDE’s culture, vision, and mission
  - Leads coordination and integration efforts with departments to meet goals
  - Works with department directors to monitor department progress to ensure that budgets are being managed and project deliverables are being met
  - Oversees organization’s staffing structure including job descriptions, salary structure, and growth alignment
  - Heads performance evaluation system, and ensures they are timely and constructive
  - Oversees the training of managers
  - Ensures all staff issues are addressed, properly, efficiently, and judiciously
  - Manages relationships/agreements with external partners/vendors through contract review
  - Ensures that the company runs with legality and conformity to established regulations
  - Delegates work tasks to staff and volunteers as appropriate
  - Identifies business opportunities to improve PDE’s operations and financial position
  
2. Supports overall functions of the organization
  - Develops and implements policies and procedures
  - Seeks constant improvement of business practices

- Identifies business funding opportunities
- Facilitates the connection between PDE priorities with business funding opportunities
- Leads supervision of staff including hiring, evaluating, motivating, and training
- Identifies current and future challenges and solutions for the PDE business
- Works towards all staff having the tools and resources that are needed, along with the proper training

### 3. Other

- Fosters new and existing partnerships to advance the goals of PDE Strategic Plan and the Delaware Estuary Program's Comprehensive Conservation and Management Plan
- Serves as an ambassador for PDE and the Delaware Estuary Program
- Serves as lead for identifying and implementing PDE's IT functions
- Performs other tasks as assigned

### **REQUIRED SKILLS & EXPERIENCE**

1. Bachelor's degree from a college or university in business administration or management or a similar field and 7 years of work experience, or at least 10 years of work experience in a related field
2. Experience in project direction, management, and facilitation
3. Strong direction, organizational, and coordination skills, multi-tasking ability, and attention to detail
4. Knowledge of industry's legal rules and guidelines
5. In-depth knowledge of diverse business functions and principles
6. Working knowledge of data analysis and performance/operation metrics
7. Excellent analytical, decision-making, and problem-solving skills
8. Thorough understanding of practices, theories and policies involved in business and finances of non-profits
9. Demonstrated ability to work with diverse public and private constituencies
10. Very experienced in leading and working in a team environment with staff, partners and volunteers
11. Proficient in MS Office, and Google suites
12. Excellent written and oral communication skills
13. Valid United States driver's license and ability to travel to external meetings/field work as needed

### **PREFERRED SKILLS & EXPERIENCE**

14. Proven experience as Director of Operations or equivalent position

### **WORKING CONDITIONS**

Time spent in this position will be split between being in an office setting, and external meetings. Occasionally, there will be tasks completed in a storage/warehouse facility or in field

locations (outdoor, rural settings). Work hours may shift depending on the tides or project assignment. Occasionally, there will be a need to work on a weekend day.

### **PHYSICAL REQUIREMENTS**

The incumbent should be able to lift 40 pounds. The incumbent should be able to sit and stand for at least 4 hours at a time.

### **REPORTING RELATIONSHIPS**

Reports to: Executive Director

Direct reports: Office Administrator

### **Job Announcement**

We are looking for an experienced Director of Operations to organize and oversee the daily operations of our organization to ensure that our nonprofit business is well coordinated and productive by managing and implementing effective procedures that support our 30 person staff.

The ideal candidate will have senior management experience in a dynamic setting. The role requires outstanding organizational, communications, and leadership skills and an ability to develop innovative business solutions that push boundaries. This position will collect and analyze data and help establish metrics to evaluate staff performance, lead and encourage employees to maximize performance, and foster a supportive environment. The Director of Operations will work closely with senior management to strategize and develop long-term plans that usher in new levels of business productivity and success for the company.

A Bachelor's degree from a college or university in business administration or management or a similar field and 7 years of work experience, or at least 10 years of work experience in a related field is required. Strong direction, organizational, and coordination skills, multi-tasking ability, and attention to detail are necessary. Experience in project direction, management, and facilitation are necessary for the job. For further details, please see full job description.

Interested applicants are encouraged to submit a resume and cover letter through Indeed by close of business December 16, 2022.