

Title: Director of Operations
Supervisor: Executive Director
Supervises: Grants and Project Managers
Classification: Exempt, Fulltime, Salary
Date: October 2021

ORGANIZATIONAL SUMMARY:

The Steans Family Foundation concentrates its grant making and programs in North Lawndale, a community on Chicago’s west side, North Chicago, a city forty miles north of Chicago, and on aligned policy and ecosystem initiatives. By dedicating time, resources, and skills, the foundation works in partnership with residents and institutions to build and enhance both communities. The foundation’s work supports the idea that effective revitalization can occur within the embedded social and economic networks that create and sustain communities.

The Steans Family Foundation observes the model of “place-based” giving. This means that rather than focusing on a particular set of issues, the Foundation focuses on communities. It engages with those communities – listening to their concerns and needs – and then pursues opportunities to further the interests of the communities, always in close partnership with “on the ground” stakeholders.

The Foundation believes that this model of philanthropy enables it to most impactful in its grantmaking. Novel approaches can be piloted, and important lessons learned which can then inform the work of others. For more information on the Foundation, visit <http://www.steansfamilyfoundation.org/>

POSITION SUMMARY:

The Steans Family Foundation (SFF) seeks a full-time Director of Operations to work with internal and external stakeholders to execute SFF’s mission and goals. As the Steans Family Foundation has expanded significantly over the past few years, the new Director of Operations role is designed to address the operational and communication needs across all the “pillars” of its grantmaking and policy programs.

SPECIFIC RESPONSIBILITIES

Strategic Programming and Operations (approximately 30% of time)

- Manage and enhance systems that allow for efficiency and smooth functioning of Foundation’s operations. Responsible for delegating responsibility for various office functions to see that these run appropriately
- Operationalize policies and procedures aligned with strategic goals and grantmaking to ensure reflection of the Foundation’s values
- Design and implement multi-year planning processes, engaging staff, key stakeholders, and Trustees in the development of a strategic plan
- Prepare and present any annual adjustments to that plan to the Trustees
- Help shape and inform strategic direction through use of and access to data for informed decision making and ensuring systems are in place to monitor quality and evaluate performance
- Help coordinate and present performance results, comments, and recommendations to the Trustees at quarterly meetings
- Actively participate on the Leadership Team, give counsel, plan, take actions that further the work.

Budgeting and Finance (approximately 30% of time)

- Serve as liaison to the CFO's office and facilitate the board's oversight of financial position, investment strategies, and 990 preparations
- Coordinate and oversee annual internal and external audits
- Coordinate and oversee development of annual plan and budget
- Prepare and present financial reports to management, auditors, and Trustees
- Review and negotiate all contracts with third party vendors. Maintain and centralize contracts
- Ensure compliance with regulatory and reporting requirements of all internal and external stakeholders, including the IRS, auditors, partners, and the Trustees
- Track Accounts Payable
 - Ensure all expenses are correctly allocated to the appropriate account codes
 - Process check requests for expenses, including communications with FIC Accounting department
 - Track expenses and report internally as needed
 - Reconcile expenses with FIC Accounting department
- Maintain corporate records and ensure timely information sharing as required
- Raise staff awareness and knowledge of financial matters affecting the organization.

Human Resources Management (approximately 25% of time)

- Oversee and enhance HR policy and practice and provide organizational HR leadership to ensure consistency with the Foundation's values. Develop and maintain HR system and ensure best practices are in place. Possess and understanding of the compliance issues with federal, state, and local labor laws.
- Create and maintain an environment that fosters a high-performance learning culture, good employee morale, teamwork, and collaboration.
- Revise SFF-specific personnel policies when needed. Recommend disciplinary and other personnel actions in accord with personnel policy
- Develop and lead a results-based performance evaluation linked to the strategic plan
- Develop and implement professional training and development for all staff
- Review and update compensation and benefits packages ensuring adequate employee benefit, and insurance coverage
- Lead recruitment for high-quality individuals for employment. Develop procedures for talent acquisition, the hiring process, and on-boarding

Management of Assigned Staff

- Ensure that all staff working under his or her supervision:
 - Have a clear understanding of what is required of them to be successful
 - Receive support and useful supervision and guidance on a regular basis
 - Receive fair, constructive feedback on their work on a regular basis. Receive a performance assessment at least annually
 - Receive professional development and assistance they need to resolve issues or problems
 - Have the resources necessary to do their jobs
 - Participate in the decisions in which they should be involved and feel empowered to make the decisions that are theirs to make
 - Are encouraged to collaborate with others engaged in the Foundation's work

Communications (approximately 10% of time)

- Hire outsourced communications professional to design a communications strategy for the Foundation. Serve as their liaison to staff and Trustees
- Oversee and ensure the ongoing development of the Foundation's website
- Oversee and standardize the development of periodic reports to the Trustees across grantmaking programs, including coordination of the board book production.

Facilities and IT Infrastructure Management (approximately 5% of time)

- Oversee the Foundation's facility spaces to ensure they are maintained to highest standard and serve as liaison to property owner and/or tenants to address any needs or update agreements
- Serve as liaison to third party IT vendor including contract negotiation
- Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall.

Other

- Represent SFF at community events
- Attend all trainings and internal and external meetings as required
- Ensure that confidential information relating to the Foundation and its partners is kept confidential
- Be an excellent steward of the Steans family name, modeling the values that the family holds true
- Other duties as assigned.

WORK ENVIRONMENT:

- This position operates primarily in a professional office environment that is accessible. Some travel to off-site locations in the Chicago metro area is required. Some of those sites may not be accessible.
- This is a full-time position. Occasionally evening and weekend work is required
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets. While performing the duties of this job, the employee is required to talk, hear, and use hands to operate office equipment. The employee must occasionally lift and/or move objects up to twenty-five pounds
- Workplace is a smoke- and drug-free environment
- Equal Opportunity Employer. Decisions and criteria governing the employment relationship with all employees are made in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, sex, sexual orientation, gender, gender identity, age, national origin, citizenship status, military service and/or marital status, order of protection status, handicap, disability, or any other factor determined to be unlawful by federal, state, or local statutes

QUALIFICATIONS:

Education and Experience

- Bachelor's degree required. Master's Degree in relevant area a plus
- Minimum of 10 years of relevant experience in nonprofit or foundation operations
- Previous experience leading strategic forecasting, planning, and evaluation
- Previous experience developing and monitoring budgets; financial oversight including compliance and risk management in an organization whose budget, size, and complexity of operations are comparable to those of the Steans Family Foundation
- Minimum of five years of previous experience supervising staff
- Previous experience managing HR for a nonprofit or foundation
- Excellent written/oral communication skills for both formal and informal settings

SFF Steans Family Foundation

- Previous experience initiating, fostering, and leveraging contacts and networks to achieve strong, positive outcomes
- Experience capitalizing on emerging opportunities and leveraging resources to support them
- Experience working with a diverse range of individuals and organizations, including community development organizations, vendors, public agencies, and funders
- Considerable experience managing projects and initiatives to successful completion. Proven success achieving measurable, meaningful results
- Previous experience working with and reporting to a Board is preferred
- Proficiency with all the Microsoft office products

Competencies and Qualities

- Commitment to SFF's mission and vision statements. Passion for creating positive social change
- Commitment to inclusivity and diversity. Interest in being part of a multicultural team
- Ability to manage a fast-paced, high-volume environment in which information must be instantly available
- Ability to professionally manage various tasks across all levels of the Foundation
- Ability to maintain confidentiality
- Ability to thrive on a small team and pitch in when needed
- Strong work ethic and integrity
- Sound judgement and decision-making skills
- Ability to work independently
- Positive, solution-oriented professional. Sense of humor
- Ability to embrace and incorporate direct feedback
- High level of self-motivation.

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Compensation

- Salary is commensurate with experience. Comprehensive benefits package includes employer paid medical, dental, and life insurance; long-term disability; an employer contribution of 4% of salary to a retirement account; and generous paid leave.

To Apply

- Submit cover letter, resume, and salary requirements to careers@fic-sff.com. Please write your name (Last, First) in the subject line. No phone calls please. Position begins as soon as possible.