



Job Title:

Director of Operations

Job Location:

Colorado Springs, CO

Hybrid Work Schedule (Office M/Tu/Th; Home W/F)

This is not a remote position.

Reports to: CEO

Hours: Full-time, 40 hours weekly

Hire Date: Immediate

Salary Range: \$65,000 - \$80,000

Competitive Benefits, Flexible PTO

About The Exodus Road

The Exodus Road (TER) envisions a world where no human is bought, sold, or exploited. We disrupt the darkness of modern day slavery by making human trafficking crime more dangerous, equipping communities to protect the vulnerable through training and education, and walking with survivors as they walk into freedom. With a proven track record of impact and strong international teams and partners, TER is quickly becoming a leading anti-trafficking organization in the six countries where it operates. While engaging with international teams and partners, TER's office in Colorado Springs primarily focuses on fundraising, administration, marketing and communications and data-driven systems which impact the entire organization.

Job Description

Summary:

The Director of Operations (DO) oversees the day-to-day operations of the US office, ensuring that it runs efficiently and that all members of the team have what they need to succeed (equipment, efficient recordkeeping, data systems, and a safe and supportive work environment). The DO primarily manages the Financial, HR, IT, and Systems processes, including the management of outsourced contractors in those fields. The DO coordinates communication and information flow among and between TER's key leaders and teams, including international teams. He/She serves to ensure healthy processes and systems for the most efficient operations of the administrative functions of the organization. This position reports



to the CEO, leads and manages a small team, and will serve as a critical role in the future of the nonprofit.

Job Responsibilities:

- Oversight and management of the health and forward growth of the Finance, HR, and Systems/IT departments.
- Management of a small finance team to ensure the efficient management of budgets, accounts payable, payroll and taxes, and fiscal oversight.
- Leading the development of administrative policies and procedures.
- Overseeing the maintenance and efficacy of the IT needs of the US office staff, including management of systems, equipment, and security.
- Management of vendor contracts and associated agreements.
- Direct leadership of the human resources department, including the development of updated staff handbook and any relevant paperwork, procedures or policies with a vendor or staff person.
- Making recommendations on continuous improvement of processes and the timely use of data to drive decision making in all departments.
- Coordinating smooth operations of the US office, including management of schedules, calendars, communications systems and facilities.
- Serve as key point person for our Salesforce CRM database management, including running reports, establishing clean data practices, managing related vendors, and consistently improving the usage of Salesforce data throughout the organization.
- Supporting all logistics related to staff meetings, travel schedules and key organizational or team initiatives.
- Ensure that the flow of financial information and reporting is consistent and transparent to all key stakeholders.
- Lead training initiatives for staff around best practices and developments in the usage of platforms, systems, technology, and current policies.
- Manage Operations budget with detailed oversight and in accordance with stated annual budget and goals.
- Help the Finance Team as they engage with the third-party annual audit.
- Develop annual goals and action plans in alignment with TER's strategic plan.
- Serve as a support to all teams in accomplishing their goals more efficiently, effectively, and with a data-driven approach.

Job Requirements:

- 8 years progressively responsible experience in managing operations; previous experience in nonprofits required
- Demonstrated experience managing external contracts for outsourced functions
- Proven ability to manage significant budgets and multiple projects
- Demonstrated commitment to achieving excellence through team health



- Strong technology skills in office productivity software (Apple computers, G-suite, Excel, phone systems, etc)
- Experience with Salesforce with the ability to run reports, understand campaigns, and develop processes for clean data management.
- BA or BS Degree (MBA preferred) in nonprofit management, finance, business administration or related field.
- Excellent time management skills with the ability to prioritize work and meet deadlines.
- Ability to navigate ambiguity in a fast-paced environment
- Excellent written and verbal communicator with strong interpersonal skills to interact positively with all levels of TER staff, including international teams, donors and grantmakers, and outside contractors
- Passionate about The Exodus Road's mission and values

Interested applicants should send a resume and cover letter to **Careers @ TheExodusRoad.com** with the job title in the subject line.

The Exodus Road does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. TER is a nonsectarian nonprofit, and all salary rangers are determined by a third-party consultant and deemed as fair and competitive in the state of Colorado.