



# Taos Community Foundation

## Job Description

<b>Title:</b>	Director of Operations	<b>Code:</b>	EXEMPT
<b>Division:</b>	Administration	<b>Effective Date:</b>	9/23
<b>Department:</b>	Operations	<b>Last Revised:</b>	9/23

### GENERAL PURPOSE

Performs a variety of **professional managerial and complex administrative duties related to** developing, implementing, enhancing, and monitoring the Foundation's operational activities to ensure proactive and continuous quality improvement and performance. Assumes responsibility for the core operations of the Foundation, including systems and process improvement, reporting and impact tracking, grants management, and business operations, including finance, minimal human resources (HR), and Information Technology (IT).

### SUPERVISION RECEIVED

Works under the broad policy guidance and direction of the Chief Executive Officer (CEO).

### SUPERVISION EXERCISED

Provide general supervision to Community Impact Director, Advancement Associate and Finance Associate.

### ESSENTIAL FUNCTIONS

**Management Functions:** Lead the Foundation's pursuit of organizational effectiveness, including compliance with laws, regulations, and National Standards for US Community Foundations.

Oversee specific operations of the Foundation and work closely with the CEO to keep her/him fully informed of any significant issues; serves as member of the agency executive management team; contributes to strategic planning and policy development to further the mission of the agency; plans, coordinates, supervises and evaluates various operations; participates in strategic planning and in the establishment of policy, goals, and objectives for the agency in order to implement executive and board directives; recommends content for board meeting agenda(s).

**Systems and Process Improvement:** Design and implement operational enhancements and new ways of working related to internal processes and systems management; guides collaborative engagement from staff to ensure effective adoption and use.

**Finance:** Oversee Foundation financials in partnership with New Mexico Community Trust and Community Suite. Responsibilities include assisting with budgeting, accounting, forecasting, investment performance tracking, and fiscal policy management. Ensure the successful facilitation and management of tax, audit, Form 990 and compliance responsibilities, ensuring effective coordination with Community Suite and tax/audit consultants.

**Fiduciary Stewardship Functions:** Guides and manages issues and activities related to legacy gift / estate settlements; vendor contracts for Foundation internal matters (e.g. cleaning services); vendor contracts for Foundation external matters (e.g. fundraising project support); Condominium Association matters and Taos Property Foundation.

**Grants Development & Management:** Creates and implements workflow systems and processes, including the utilization of technology to improve productivity and efficiency, and by developing and implementing a strategic plan for managing the financial aspects of Foundation's grant-making process.

**Reporting & Analytics:** Develops, coordinates, and manages internal operational reporting and dashboards on TCF's objectives; organizes, directs, and coordinates functions related to grants sourcing and activity pipeline, partnerships developments, grants management and finance, evaluation, and impact tracking; ensures compliance with the internal diversity, equity, and inclusion (DEI) plan; completes local and state annual reports and online filings (e.g.: Town of Taos, State of NM: Attorney General, Secretary of State and Revenue and Taxation)

**Human Resource Functions:** Act as the primary point of contact for Foundation HR functions related (but not limited to) compliance, benefits, annual reviews, policies and procedures, job aids, etc.; ensure the coordination and management of organizational, team, and individual goals in compliance with HR standards.

**Information Technology Platform Management:** Oversees the Foundation's Information Technology platforms, including implementation of best practices and protocols for the management of Foundation databases, IT security and operational audits; maintain relationships with Google Workspace and Community Suite colleagues and external resources to ensure timely resolution of IT issues.

**Staff Performance Planning:** Oversees and executes training and development for TCF staff, supporting their continued advancement and skill development; fosters support from and to staff to accomplish strategic goals, objectives, follow procedures and promote professional interaction; promotes effectiveness in internal communication avenues to influence agency goal achievement; engages with staff to eliminate communication and performance barriers; coaches staff in methods, processes and procedures to improve performance management, evaluations and to elevate agency vision and direction; reviews individual performance evaluation plans to promote professional development and cross training.

**Procurement Agent:** Serves as subject matter expert in all matters related to resource procurement, professional services contracting, etc.; advises staff and reviews and recommends approval of contracts and agreements; develops and implements administrative policies and procedures to govern procurement.

**Records and Reporting:** Responsible for and may delegate record retention and destruction per guidelines; completes and submits all required reports per state and federal grant requirements; completes required training for grant acquisition and reporting.

**Contracts & Budgeting:** Works with CEO, agencies and contractors to finalize contracts and budgets for CEO review and signature; insures contracts are current and compliant with funding agency requirements and Foundation policies, guidelines and good financial practices; finalizes fiscal sponsorship project contracts and budgets for CEO review and signature; Coordinates with Finance Associate and Community Impact Director on transfer of contract, scope of work, budget and reporting information and requirements for special projects to insure accurate and timely invoicing, monitoring, payment and reporting.

**Administrative Support & Services:** Manages staffing resources engaged to support executive personnel by expediting administrative support functions; oversees day-to-day interactions by support staff engaged to track and verify compliance with state and federal agencies; monitors processes and activities by staff engaged to reply to agency constituents, distribute information and process inquiries; administers employee retirement benefit enrollment and deposits; assist team as needed with Council on Foundations Accreditation applications and renewals. oversees receipt and inventory of donated artwork, and provides for management, disposition and reporting required for all donated good (e.g., artwork, jewelry, etc.).

**Taos Property Foundation:** oversees/manages the Taos Property Foundation, i.e., working with the Board of Directors on compliance, acquisition, tracking and disposition of donated property pursuant to adopted policies and guidelines, i.e., tracking in Community Suite; Responsible for all local, state, and federal reports, filings, and licensing; Coordinate with NM Community Trust on annual audit and Form 990 filing.

Performs other related duties as required.

**MINIMUM QUALIFICATIONS**

1. Education and Experience:

- A. Graduation from college with a bachelor’s degree in finance, information technology, public administration, business administration or a closely related field;

AND

- B. Five (5) years of progressively responsible experience performing above or related duties directly related to foundation or philanthropic, non-profit management and operations;

OR

- C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

**Thorough knowledge of** regulations governing Community Foundation operations; Microsoft Office, Google Workspace, Gmail, Google Drive and Google Calendar, databases, and research methods. **Considerable knowledge of** computer technologies and related software applications; principles of organizational design and supervision; contract law.

**Considerable skill** in the art of diplomacy and cooperative problem solving; leadership and organizational behavior management; in establishing and maintaining effective working relationships with State, Federal, and other local officials, colleagues, and agency customers; in the operation of basic office equipment; technical writing; budgeting and forecasting.

**Ability to** work well and collaboratively with others; understand and interpret complex laws, rules, regulations, policies, and guidelines; direct the work of others; plan, organize, and direct, through subordinate staff, the efficient, effective delivery of agency programs, services and functions; develop operating policies and procedures; analyze and resolve problems arising from agency programs, services and functions; establish and maintain effective working relationships with employees, other agencies and the public; communicate effectively, verbally and in writing; implement cooperative problem-solving processes; operate personal computer and various software applications; learn new skills and programs (e.g.: donor management systems such as Community Suite) and others.

3. Special Qualifications:

None.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, and reaching. Continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform essential functions. Mental application utilizes memory for details, verbal instructions, critical thinking, and creative problem solving. Considerable exposure to stress associated with high level of personal accountability, high impact decision-making and conflict management. Periodic travel required in normal course of job performance.



**Disclaimer:** In compliance with the ADA, reasonable accommodation will be considered, upon request, on a case-by-case basis during both the pre-employment process and to accommodate post-employment changes in employee physical abilities. Accommodation decisions will be influenced by the need to prevent “undue hardship” to the agency. The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above disclaimer and job description. Date: \_\_\_\_\_  
(Employee)