



## **Senior Director of Operations**

### **Position Description**

#### **ORGANIZATION OVERVIEW**

Maddux Achilles Haggard was born on Feb. 4, 2005, with a condition called myotubular myopathy. It prevented him from breathing, swallowing or moving on his own. On the sixth day of his young life, his parents, Mike and Cheryl Haggard had to make the excruciating decision to take him off life support. Before they did, they called photographer Sandy Puc' to take black and white portraits of them cradling their son. Puc' photographed the couple with Maddux at the hospital before he was removed from life support and after — when he was free from the tubes and the wires that had sustained him.

Those tender photographs documenting Maddux's eternal connection with parents inspired Cheryl Haggard and Sandy Puc' to begin the nonprofit organization, Now I Lay Me Down to Sleep (NILMDTS). Since 2005, NILMDTS has provided more than 50,000 parents with free professional portraits of their baby. NILMDTS administers a network of more than 1,000 volunteers in the United States and around the world.

#### **OVERVIEW OF THE POSITION**

The Senior Director of Operations will plan, direct, coordinate, and oversee operations in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization. Responsible for managing staff and more than 1,000 volunteers primarily in the USA, but also abroad, the Senior Director of Operations will develop, implement, and refine processes and procedures to more effectively carry out the mission and also increase growth within the organization.

**REPORTS TO:** Chief Executive Officer

#### **GENERAL DUTIES AND RESPONSIBILITIES**

- Realizes the vision of the organization and possesses the ability to drive results and to filter and translate those ideas into functional plans for the organization.
- Relentlessly pursues the organizational values, focus, simplicity, and clarity. Implements the strategic direction of the organization to develop and meet organization goals while supplying expertise and guidance on operations/organization projects and systems.
- Collaborates with the CEO, Board of Directors, and management on developing business plans, strategy and roadmaps to make ideas practical and executable and translate them into functional plans for the organization.

- Ensures that departmental decisions and project plans such as those for staffing, development, organization, material efficiency, hardware acquisitions, marketing communications, technology and facilities are in line with the organization's mission and vision.
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline organizational processes and use of resources and materials.
- Establishes, communicates, and implements operations-related policies, practices, standards, and security measures to ensure effective and consistent support and execution.
- Responsible for human resources. Leads, manages and holds the staff accountable for achieving agreed upon commitments.
- Reviews and approves cost-control reports, cost estimates, and staffing requirements for projects.
- Establishes and administers the organization's budget.
- Presents periodic performance reports and metrics to the chief executive officer and board leadership.
- Identifies training needs and ensures proper training is developed and provided.
- Performs other related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

- Recruits, interviews, hires, and trains management-level staff.
- Oversees the daily workflow of the organization.
- Provides (or assigns) constructive and timely performance evaluations for management level staff.
- Handles discipline and termination of employees in accordance with organization policy.

#### **TECHNOLOGY AND INFORMATION SYSTEMS**

- Oversee all technology operations and evaluate them according to established goals.
- Devise and establish IT policies and systems to support the implementation of strategies set by the CEO and/or the Board of Directors.
- Analyze work environments to ensure optimum utilization of data processing resources.
- Ensure systems and technology supporting Fundraising adequately meets the needs of the Fundraising Team.

#### **PROGRAMS**

Oversee and strategize the growth of our program services which includes:

- Ensure all processes and procedures are in place to support a strong scalable program model.
- Ensure program staff delivers on the goals of the program.
- Responsible for the implementation and coordination of the programs to meet or exceed goals through recruitment and engagement, through participant growth, as well as through corporate development.

## **REMEMBRANCE WALK AND EVENTS**

Oversee and strategize the growth of our Remembrance Walk and Events which includes:

- Implement a scalable model for the NILMDTS Remembrance Walks (4-6 in-person and Virtual Walks)
- Collaborate with the Fundraising Team to optimize fundraising strategies embedded in the Walk experience.
- Implement a model to engage committee members and other Walk Volunteers, such that each Regional Walk has a Volunteer-based “Steering Committee” to execute key responsibilities “on the ground.”

## **SKILLS AND BACKGROUND:**

- Education: Business Degree (MBA or Nonprofit Management Master’s Degree Preferred)
- 5+ years of experience in senior or executive operation management role at small to medium companies or nonprofits.
- Demonstrated ability to apply a broad array of technologies to improve organizational processes, simplify team member training and solve business problems.
- Knowledge and experience in the nonprofit sector, preferably with a proven track record of fundraising, including tools and processes, as well as statistical analysis.
- Confident, goal-oriented, positive self-starter, able to work independently with limited supervision and collaboratively with internal and external partners.
- Ability to manage large numbers of volunteers at different levels of expertise.
- Excellent interpersonal skills including verbal and written.
- Work hours will predominantly be in the Mountain Time Zone.
- Ability and willingness to travel 6-10 times a year to fulfill job goals.
- Ability and willingness to work evenings and weekends as required for the job.
- Nonprofit experience.

## **WORK ENVIRONMENT**

- NILMDTS operates virtually with the CEO residing in Colorado and additional staff members (10) in four US Time Zones.
- All staff generally work hours within the Mountain Time zone.
- We prioritize the health and well-being of our staff by allowing some flexibility within work schedules as it allows with each position, and a generous number of holidays and PTO.

## **CORE VALUES**

The following are the Core Values of the NILMDTS Team.

### **Passionate Contribution**

We believe that collectively we make a powerful impact on the healing journey of families. We contribute to our role in the organization in a way that demonstrates passion and commitment.

### **Prioritize People**

We take pride in having a positive mindset about our team and consider the perspective of others. We show appreciation to each other. We encourage each other to rest and rejuvenate,

prioritizing our health and most important relationships, so we can make our greatest contribution.

### **Unyielding Integrity**

We are honest, do what is right, and honor our commitments. When we make a mistake, we own it, resolve it, and learn the lesson to avoid it in the future. When someone deserves credit and appreciation, we acknowledge their efforts and achievements.

### **Continuous Growth**

We constantly strive to improve the mission of the organization as well as improve ourselves. We are open to improvement, growth, and change so we can better serve more families.

## **COMPENSATION & BENEFITS**

- Salary will be determined based on qualifications and experience at a range of \$65,000 - \$80,000 per year.
- 15 days of PTO
- 12 Holidays
- Medical, Dental and Vision package.
- 401K up to 3% match

## **TO APPLY**

By email: Please submit a cover letter, resume, and salary requirements to NILMDTS: [employment@nilmdts.org](mailto:employment@nilmdts.org)

“Senior Director of Operations” as your subject line.

For more information about Now I Lay Me Down to Sleep

Please visit our website <http://www.nowilaymedowntosleep.org>