

# Director of Operations



## Position Summary

Reporting to and working in close collaboration with the Executive Director, the Operations Director serves as a senior leader of the organization and an active participant in contributing to strategic decisions affecting **FIRST** programs in the state, executing the statewide strategic plan and directly responsible for the consistent delivery of all **FIRST** programs, events, and volunteer management across the state of Texas.

Experience in negotiating contracts and interfacing with different private and public community partners is required. This position requires a good understanding of managing a department effectively, ensuring all those within their span of control remain informed, engaged and accountable. This position is responsible for developing an operational budget for the purpose of program delivery and will actively look for efficiencies to reduce the overall program delivery costs while still maintaining a consistent high-level event experience for our customers.

## Primary Duties and Responsibilities

This is a guide to generally outline the responsibilities and expectations and may be modified as deemed appropriate by **FIRST in Texas**.

- Work closely with other **FIRST in Texas** Directors to plan the number of events and resources needed each season to support anticipated team growth across all programs.
- Work closely with and serve as the organization's primary interface with **FIRST** on matters involving: Program delivery, Youth Protection Program, Systems, event experience, volunteer engagement and alumni services.
- Oversee event venue selection and booking.
- Oversee event service contract negotiation, collection of appropriate quotes and ensure services are secured in a timely manner to avoid additional costs and are in sync with planned events.
- Generate and maintain budgets, contracts, specification documents and other documents and processes related to the planning and execution of events.
- Manage relationships with key contacts across the state, Program Specialists, **FIRST in Texas** management, **FIRST** Senior Mentors, Key Volunteers, Alumni Organizations, Vendors, and Funding Partners to plan and support official competition events as well as support all State Championship and approved off-season events.
- Provide strategic guidance to the Executive Director and stand in as deputy as appropriate.
- Support the mission and strategic goals of **FIRST in Texas** and follow the **FIRST** Code of Conduct.
- Effectively communicate with other directors to resolve issues and outline incidental needs in a timely manner to ensure overall success and consistency of **FIRST** program delivery across the state.
- Work closely with **FIRST** to gather up-to-date information and requirements and share accurate information with the appropriate individuals across the **FIRST in Texas** organization in a timely manner via emails, in person meetings, or conference calls.
- Establish department objectives and milestones, document gaps and identifying methods to ensure those issues are resolved in future seasons as aligned with our mission.
- Perform risk assessments prior to each event and work with community public safety partners to coordinate event safety to a standard that is reasonable, but not intrusive.

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- Oversee Program related matters to include but not limited to: team recruitment, registration, payment process, customer relations, customer retention, and strive to increase access to all programs.
- Establish standardized operating procedures that are used by Key Volunteers and staff of **FIRST in Texas** related to Program and event delivery.
- Prepare a per-event projected budget and verify funds exist before contracting resources or obligating funds for events. Ensure event costs do not exceed projected costs without approval from the Executive Director.
- Oversee the development and leadership of local Planning Committees to work with **FIRST in Texas** staff to ensure consistent Program and event planning and execution within budget. Utilize local Planning Committees to identify venues, vendors, equipment, donations, sponsorships, and other necessary resources for a successful season.
- Create a welcoming and accommodating environment in which volunteers are successfully able to contribute their time and talent toward the mission of **FIRST in Texas**.
- Interface with other departments of **FIRST in Texas** as needed to relay information to keep all parties updated on Program and Event delivery in Texas.
- Work directly with the Communications department on event scripts, sponsor recognition, custom activations, and specific public relations or marketing needs in an ongoing basis.
- Coordinate with program specific Senior Volunteer Coordinators and the various event volunteer coordinators around Texas to ensure that the proper number of volunteers are secured and trained for each event using approved communication and management systems (VMS)
- Oversee the general liability coverage for the organization, ensure mobile assets are properly registered and insured and shall serve as the general Risk Director of the organization.
- Work directly with the Finance division on the timely approval of all department invoices and requests for reimbursements both internal and external.
- Establish department level processes for all aspects of review, execution, and audit of Program and event delivery functions.
- Establish and enforce Program and event delivery standards for all programs across the service area and methods for verifying consistency to meet the expectations of **FIRST**.
- Collect and report on feedback and recommendations to ensure participant, volunteer, and spectator experiences are favorable and enjoyable.
- Source, maintain, manage, and track all equipment and supply inventory required for Program event delivery across Texas.
- Other related duties as requested.

### Abilities Required

- **Project Management:** Experience in planning, leading, and managing projects, including coordinating with peers to achieve desired outcomes, and tracking and reporting on progress to senior managers/board of directors
- **Entrepreneurial Spirit:** Takes initiative, actively seeks to deepen current community relationships and to forge new ones. Ability to work both independently without close oversight, but also a team player who will proactively engage with others at varying levels of seniority within and outside **FIRST in Texas**.
- **Leadership and Supervision:** Flexible and adaptable style; a leader who can positively impact both strategic and tactical initiatives. Passion for STEM activities and youth development.

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- **Communications:** Excellent verbal and written communication, in addition to strength in analytical, organizational, interpersonal, and problem-solving skills. Ability to convey complex ideas through brief, simple materials. Experience and credibility when presenting materials to external audiences. Ability to set up and use technology for presentations.
- **Collaboration:** Effective at working with others to reach common goals and objectives while being free of any perceived conflict of interest.
- **Financial and Legal:** Remain fiscally responsible and ability to review and comprehend standard legal documents.
- **Travel:** Must be able to travel with personal vehicle for day meetings and events, including seasonal weekend availability.

### Education and Experience Requirements

Bachelor's degree required; degree in business, education, engineering or a related field preferred. Employee and Volunteer management experience is required. Large scale event logistic and production experience is helpful, but not required. Having at least three years of **FIRST** experience is required.

### Computer Skills

To perform this job successfully, an individual should have knowledge of:

- Google Drive Suite for Business (Gmail, Docs, Sheets, Forms, Slides, Drive)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams and Onedrive)
- Web Applications: Eventbrite, WordPress, MailChimp (training provided on additional internal platforms)

### Classification

Full-time Employee - Exempt

### Benefits

Medical, Vision, and Dental insurance provided. Reimbursable mileage for travel exceeding 50 miles round trip. Lodging provided, when necessary, for overnight stays. This position will receive a \$200.00 per-month office allowance for home office expenses. Other expenses are negotiable and may be reimbursed with prior approval.

### Disclaimers

**FIRST in Texas** leadership reserves the right to assign or reassign duties and responsibilities to this position at any time and this description reflects management's assignment of essential functions. This job description is subject to change at any time.

**FIRST in Texas** is dedicated to the goal of building a culturally diverse team who are committed to working in a multicultural environment and strongly encourages applications from women and minorities.