

# Operations Director

ORGANIZATION: Love Columbia  
SUPERVISOR: Executive Director

POSITION LOCATION: Columbia, MO  
POSITION TYPE: **Full Time**

## About the Organization:

The non-profit mission of Love Columbia is to connect community relationships and resources to love people forward toward stability and flourishing by serving the whole person and involving the whole community. Love Columbia guides people to sustainability by addressing relational, material, informational, and spiritual poverty.

## Position Description:

Love Columbia is seeking an Operations Director to join our team and contribute to our mission of loving people forward. The ideal candidate will bring a strategic mindset, operational efficiency, and a heart for service to help us improve the lives of those we serve in Columbia, MO. They also must be hard-working, collaborative, compassionate towards those in need, enthusiastic about optimizing business processes, and willing to roll up their sleeves and get their hands dirty. This leadership role is pivotal in ensuring operational excellence across our organization. The Operations Director will be responsible for oversight of key operational areas including finance, facilities, human resources, information technology, and the Love Seat, our resale store and furniture bank.

## Requirements for the position:

- Bachelor's degree in business administration, Non-Profit Management, or related field.
- At least 5 years of experience leading organizational operations.
- Supervisory experience, including hiring and personnel and performance management.
- Project development and management experience.
- Experience leading and managing teams effectively.
- Excellent organizational, strategic planning, and problem-solving skills.
- Fluent in budgeting and financial management.
- Demonstrated ability to work collaboratively with financial and administrative teams.
- Flexibility to adjust to new initiatives and projects and align operations accordingly.
- Commitment to the mission of Love Columbia and a passion for serving our community.
- Alignment of personal values with the mission and core principles of Love Columbia.
- Excellent written and verbal communication skills.
- Sensitivity to the complex issues faced by individuals experiencing poverty and willingness to engage clients with grace.
- Ability to adjust to changes in organizational priorities.

## Essential Functions and Duties:

- Strategic Planning
  - Collaborate with executive leadership to develop and implement operational strategies aligned with Love Columbia's mission.
  - Participate in the development of organizational goals and long-term plans.
  - Provide guidance and operational expertise regarding program development and implementation.
- Finances

- Monitor deposit and investment accounts, determine resource allocation and utilization based on cash flow needs, and develop and implement financial and cash flow forecasting and strategies.
  - Provide guidance regarding feasibility and sustainability for potential programs and organizational expansion.
  - Work with program managers to develop and monitor program budgets.
  - Collaborate with Program Director and Grant Manager to develop grant budgets and complete required financial reports.
  - Be the primary check signer and administrator for all bank accounts and credit cards.
  - Develop and maintain local banking relationships.
  - Work with Chief Development Officer to implement and manage potential donor investments and endowments.
  - Ensure compliance with legal and regulatory requirements.
  - Oversee financial reporting and analysis to support decision-making.
  - Negotiate and manage contracts, leases, and agreements with vendors, partners, and service providers, including insurance, facilities, and technology.
  - Lead monthly meetings of the finance team and report to the board as needed.
  - Conduct quarterly finance meetings with the Love Seat management team.
  - Work closely with our external accountant regarding monthly financial and audit reports and the annual financial audit.
  - Supervise Finance Administrator's handling of daily financial transactions and documentation.
- Facilities and Technology
    - Supervise the Facilities Manager's oversight of Love Columbia facilities and properties. This includes ensuring facilities are well-maintained and effectively utilized to support programs and services, and coordinating renovations, repairs, and improvements.
    - Manage contractors, vendors, service providers, and associated contracts and agreements.
    - Oversee current and future capital projects.
    - Work closely with the contracted IT consultant to evaluate, implement, and maintain the IT infrastructure.
    - Manage building access and security.
  - Human Resources
 

Supervise the Business Director's oversight of the Human Resources department. This includes ensuring adequate and quality staffing and a positive work environment.
  - Love Seat
 

Supervise the Business Director's oversight of The Love Seat resale store and Furniture Bank. This includes ensuring the Love Seat provides sustainable revenue, basic needs items to Love Columbia clients, and quality volunteer and employment opportunities.
  - Other activities as defined to support the mission and vision of Love Columbia.

**Conditions of Employment:**

Love Columbia is an Equal Opportunity Employer and does not discriminate on the basis of any status or condition protected by applicable law. Employment is contingent on the results of a background investigation and positive references.

**Compensation and Benefits:**

This is full-time, benefits-eligible position. Compensation is commensurate with experience.

Application Instructions:

To apply, please submit a resume and cover letter to [careers@lovecolumbia.org](mailto:careers@lovecolumbia.org).

Applications will be reviewed on a rolling basis until the position is filled.