

# Director of Operations and Strategic Initiatives

## POSITION DESCRIPTION

Full-time, Remote Opportunity

Salary Range: \$80,000 - \$100,000

[ResultsLab](#) is a Colorado based, woman-owned social enterprise that propels organizations, communities, and networks to the next level of impact through quality design and effective use of data. We are reinventing impact management by providing strategic design and capacity building for data informed decision-making to organizations and networks that exist to drive change for our communities.

Our goal is to make data approachable and deepen our clients' ability to make informed decisions to create greater impact. Our diverse team is passionate about sharing their expertise to help clients to be more effective.

We believe in the power of voice in the data-use process. We have worked with organizations of all sizes from large scale state and government agencies and nonprofits, to smaller community-based grassroots organizations and have hands-on practical experience across many sectors - locally, nationally and globally.

Clients that partner with ResultsLab are more confident and equipped to engage with data. They have team alignment and a clearer understanding of their program goals, desired outcomes and how to measure and use data to deepen impact. Together, we develop a culture of data that is sustainable – driving growth and transformative change.

This position will serve to support finance and operations needs for a growing social enterprise including finance, HR, operational systems, IT, and contracts. Additionally, this role will manage internal strategic initiatives (such as product launches) and serve in the critical integrator role for the company working closely with the CEO. This position will work remotely and connect with the team virtually.

## JOB RESPONSIBILITIES

### Integrator

- Work closely with CEO to ensure vision alignment
- Leverage process to increase efficiency & impact
- Oversee business plan execution, organizational KPIs and ensure P&L results
- Create cross-departmental alignment by integrating major functions, resolving cross-functional issues and communicating across the organization

### Operations

- Develop and implement standard operating procedures for contracting, operations and finance
- Manage operational aspect of the client engagement process including finalizing contracts, scheduling projects, monitoring and forecasting consultant utilization, and managing invoicing
- Research, negotiate and manage all business insurance

- Maintain weekly KPI Scorecard
- Maintain records for staff, office space, telephones, parking, credit cards and office access
- Support internal operations and serve as the liaison with external vendors
- Oversee internal Diversity, Equity, Inclusion and Justice team to ensure clarity of and progress toward goals

#### Finance

- Bookkeeping, financial reports, track, record, and manage accounts payable/accounts receivable, manage invoicing
- Maintain relationships with accountants, clients, vendors
- Lead annual budget development, track and manage forecasting the organization's budget and cashflow in coordination with contract accountant
- Manage financial statements, reporting, audits, insurance and taxes

#### Legal and Contracts

- Ensure client and vendor contracts are current and accurate, identify and lead development of new service and partnership agreements as needed
- Review issues of legal compliance and liability for the organization's operations
- Manage relationship with legal partner, overseeing trademarking and IP

#### People and Culture

- Manage relationship with Professional Employer Organization
- Coordinate and manage payroll, retirement, benefits and human resources records
- Manage company plans/premiums and annual open enrollment. Prepare and distribute annual benefit information to employees including costs and option comparisons.
- Maintain employee handbook
- Build team health & create a thriving culture by working closely with leadership team to manage the accountability chart, people and culture, employee satisfaction, feedback and recognition
- Deepen and support hiring practices and oversee new hire onboarding
- Coordinate quarterly goal-setting and employee performance management processes
- Lead culture club to create ways to engage staff and build team relationships

#### IT

- Support selection, implementation and management of operating systems (file management, CRM, etc.)
- Coordinate and manage IT including hardware, software, maintenance, subscriptions, support services and vendor relationships
- Manage data security in collaboration with designated Data Security team members

## Strategic Initiatives

- Provide operational support and management on strategic initiatives including budgeting, project management, invoicing, contracting and data management for new product launches, internal systems development, and designated projects

## PREFERRED QUALIFICATIONS AND TRAITS

- Bachelor's degree in business administration or a related field, plus 10 years of relevant experience or an equivalent combination of education and experience
- Goal and accountability focused with a winning mindset
- Flexibility to jump in where needed in a growing social good organization, lending a hand where needed
- Excellent people management and leadership skills to develop and lead the team
- Exceptional time management and attention to detail
- Demonstrate flexibility, exercise good judgment and sound decision-making ability
- Excellent problem-solving skills
- High orientation to continuous improvement
- Maturity and integrity when handling confidential information
- Intermediate or advanced knowledge of QuickBooks, CRM platforms, Microsoft Office (Excel, Word and PowerPoint)
- Financial management and strategy experience
- Experience or familiarity with Entrepreneurs Operating System (EOS)
- Excellent written and verbal communication skills

## COMPENSATION

- Salary range: \$80,000-100,000, plus benefits (health, dental, vision, life, PTO, 10 holidays, 2 Out Living It days for volunteering and team connection)

ResultsLab cultivates an inclusive, flexible, and innovative work environment finding new solutions for impact in the social sector and focusing on excellence for those we serve.

The ideal candidate will increase our ability to connect and develop strong working relationships with the diverse communities served by our client organizations. We actively seek a diverse pool of applicants from, or who have worked closely with, historically underrepresented groups, including but not limited to people with disabilities, people of color, LGBTQ+ people, first or second-generation immigrants, and all socioeconomic backgrounds. Ideal candidates will embrace [ResultsLab's Core Values](#).

To be considered for this position, complete the [visionary/integrator assessment](#) and send your results, a resume and cover letter to [resumes@ResultsLab.org](mailto:resumes@ResultsLab.org).