

# **Apex for Youth**

## **Director of Operations**

### **About the Organization**

Founded in 1992, Apex for Youth delivers possibilities to underserved Asian and immigrant youth in New York City by recruiting volunteers to be positive role models for them. Through our mentoring and educational programs for students from 1st to 12th grade, Apex volunteers guide and inspire youth to become confident young adults who are ready for college and give back to the community. Today Apex serves over 1,300 children weekly with nearly 11,000 hours of volunteer service a year.

Over the past 5 years, Apex for Youth has experienced significant expansion, increasing from an operating budget of \$650K to \$2.7 million. As our programs and the number of students we serve continue to grow, we are looking to strengthen our infrastructure by growing our operational team, developing improved policies and procedures, and focusing on strategic practices and outcomes to help ensure continuous, sustainable growth for the organization.

### **About the Position**

Reporting to the Executive Director and serving as an integral member of the senior management team, the Director of Operations will be responsible for developing and implementing more sophisticated policies and procedures to support the organization's strategic initiatives in its program and development operations. In addition to the operational components, the Director of Operations will be charged with the financial management strategy and contribute to the development of the organization's strategic goals. This is an outstanding opportunity for an operations executive with financial experience who is entrepreneurial and resourceful to join a high-growth, mission-driven organization.

### **Responsibilities**

#### **Strategy, Vision and Leadership**

- Partner with the Executive Director and other directors in essential internal leadership activities (human resources, administration, and organizational planning)
- Manage increasing segments of information technology, human resources (recruiting, reviews, staff deployment/workload balancing, and career development) with related internal communications and budgeting/finance duties
- Identify best practices and improve internal systems with an eye toward future needs and budget parameters
- Develop and implement a system for tracking and reporting on progress of strategic plan implementation throughout organization
- Develop annual operations plan and budget with Executive Director and senior staff

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- Serve as the operations liaison to the board of directors. Effectively communicate and present critical financial matters at select board of directors and committee meetings.
- Advise the Executive Director and senior staff on financial planning, budgeting, cash flow, investment priorities, and policy matters
- Oversee monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial, and operational goals. Oversee short- and long-term financial and managerial reporting.
- Maintain continuous lines of communication, keeping the Executive Director and senior staff informed of all critical issues

### **Team Development/Leadership**

- Establish and monitor staff performance and development goals, set objectives, establish priorities and accountability, coordinate annual performance appraisals, and administer salary adjustments
- Oversee, direct, and organize the work of operations and finance
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality
- Ensure staff members receive timely and appropriate training and development
- Manage the Evaluations Manager in collaboration with the Directors of Programs and Development to create measurable programmatic outcomes and quarterly reporting
- Mentor and develop staff using a supportive and collaborative approach

### **Operations**

- Upgrade and implement an appropriate system of protocols, policies, internal controls, accounting standards, and procedures
- Plan, coordinate, and execute the annual budget process and management
- Ensure that Apex for Youth is adhering to the strategic plan, and deliver status reports to the Executive Director and board of directors
- Provide analytical support to Apex for Youth's internal management team including development of internal management reporting capabilities
- Execute administrative and operational accounting services such as treasury management, 401-K plan, grants payment processing, payroll, accounts payable, and purchasing

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- Represent the organization externally, as necessary, particularly in banking and lease negotiations
- Manage relationships with vendors and advisors that support operations, such as accounting, insurance, and legal counsel
- Manage fiscal documents for city contracts and reimbursement requests
- Prepare annual audit and liaise with all outside vendors

**Qualifications**

- Passion for Apex for Youth's mission
- Experience in a senior management role ideally with both external audit and in-house financial management experience gained in a high-growth organization preferred
- Experience either as an employee or board member of a nonprofit organization preferred, as is familiarity with nonprofit finance and accounting regulations
- Proven track record of success facilitating progressive organizational change and development within a growing organization
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution skills
- Strong mentoring and coaching experience with teams with diverse levels of expertise
- Entrepreneurial team player who can multitask
- Superior management skills with demonstrated ability to influence and engage direct and indirect reports and peers
- Self-reliant, results-oriented, and exceptional problem solver
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, Apex for Youth's board of directors, and staff
- Ability to operate as an effective, tactical, and strategic thinker

**Please send cover letter and resume to [jobs@apexforyouth.org](mailto:jobs@apexforyouth.org).**