



## Director of Operations

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### ORGANIZATIONAL OVERVIEW

#### About Us and Our Philosophy

Breakthrough Greater Boston (BTGB) is a transformative college access and teacher training program. BTGB offers six years of academic enrichment and college preparation to middle school and high school students with high potential but limited opportunities. Simultaneously, BTGB recruits, trains and inspires a diverse cohort of high achieving college students to become the next generation of urban teachers. Leveraging a Students Teaching Students model, BTGB provides engaging, tuition-free academic programming during the summer and after school. Our students gain the skills and motivation to succeed in rigorous high school courses and, ultimately, in college. Meanwhile, our teachers gain hands-on experience, research-based training and coaching from professional educators.

Over the past eight years, 97% of our graduating students have matriculated to college, and 82% of them have persisted through their undergraduate years. On average, more than 70% of our graduating teachers have gone on to pursue careers in education. After two decades of success at our original Cambridge site, BTGB embarked upon a significant program expansion and opened a second site in Boston in the summer of 2013 and a third site in Somerville in 2018. As an independent 501c3 nonprofit, Breakthrough Greater Boston is part of The Breakthrough Collaborative, a national educational movement working to improve educational outcomes for youth across 25 U.S. cities.

With a deep commitment to our mission, BTGB operates with the highest standards of integrity and best practices, while also enjoying the ability to be innovative and flexible to meet the evolving needs of our students, families and teachers. Our team is diverse, high-performing and dedicated. We continue to build an organizational culture that emphasizes our core values for every member of our community:

- **Spirit:** We cherish and embody the youthful energy and spirit of our students and teachers
- **Continual Learning:** Everyone in our community has something to learn and something to teach
- **Team Together:** We all chip in to accomplish whatever is needed for our teammates and the broader organization
- **Student Centered:** Our students are our first priority and our decisions center around what benefits our students
- **Equity and Opportunity:** We value diversity of identity, background and thought. We treat everyone with dignity and respect
- **Excellence in Everything:** We maintain high expectations for ourselves

*Breakthrough Greater Boston encourages individuals of all backgrounds to apply for this position, and we do not discriminate on any basis prohibited by applicable law. We celebrate the diversity of our world and our community, and we seek to build a team that reflects that diversity in every way. We welcome and encourage all qualified applicants who share that same vision, as we wish to engage all those who can contribute to our work and this mission.*

## **THE OPPORTUNITY**

Breakthrough Greater Boston is currently seeking a highly motivated and talented Director of Operations (DO) to ensure effective operational strategy and smooth day-to-day management including the oversight of essential systems and functions including finance, human resources, technology, business planning, facilities, and program operations management. As the organization continues to grow, the DO is responsible for ensuring that our processes and systems adapt and improve as the organization continues to evolve. The DO will have a primary area of focus, preferably within human resources or program management, while also support all areas of operations. The DO reports directly to the Managing Director of Operations, is part of a three person operations team, and works closely with the Management Team and program staff.

## **YOUR CONTRIBUTION**

In this exciting role you will be responsible for a variety of critical operational responsibilities including:

### *Operations and General Administration*

- Identify system gaps and propose solutions to improve operations across three sites
- Design, implement, and maintain standard policies, processes, and procedures for operations including the continual maintenance of an operations manual
- Manage day-to-day operations of the organization
- Support risk management strategies including insurance reviews and audits, coordinating student and staff safety, emergency procedure reviews, and background checks of all staff

### *Human Resources*

- Maintain a positive work culture that emphasizes our core values, professional development, retention, and ensures a high level of employee morale
- Lead on monthly staff meeting coordination and bi-weekly full staff communications
- As BTGB continues to grow, evaluate current policies and practices to ensure compliance as well as promoting best practices and making equity informed recommendations
- In partnership with Management Team, develop processes and metrics that support and appropriately evaluate employee goals and performance
- Manage payroll and benefits portfolio; oversee and continually enhances benefits with the goal of improving overall employee satisfaction and market competitiveness
- Oversee all processes and systems supporting the employment lifecycle including but not limited to, recruitment, onboarding, and offboarding
- Review employee and volunteer handbooks and trainings annually to ensure compliance with labor laws
- Ensure timely report submission as required by federal and state laws

### *Program Operations*

- Support Campus Directors and program staff with program management including emergency planning, food services, transportation, student data, and procurement and inventory management
- Oversee on-site program operations during After School Program and the Summer Program
- Liaise with key program partners, including Cambridge, Boston, and Somerville Public Schools, local universities, and other community organizations to ensure strong and sustainable partnerships

### Finance

- Support day-to-day financial management, including but not limited to, the management of accounts payable, purchasing, and inventory management
- Assist in the annual audit process

### Technology

- Ensure the technology needs of students, faculty, and staff are met and technology is maintained
- Supervise technology information systems and manage relationship with IT consultant
- Maintain file server

## **YOUR BACKGROUND AND QUALIFICATIONS**

*As the incoming Director of Operations, you will possess many, though perhaps not all, of the following characteristics and qualifications:*

- Four years of experience with operations management or nonprofit administration with significant experience in finance, human resources, or program management, preferably in a school or education setting
- An unwavering commitment to equity, in deepening your personal understanding and in advancing our collective work
- Outstanding interpersonal and communication skills with students, families and educators
- Superior organization and project management skills
- Ability to work on multiple projects, adjust quickly to shifting priorities, meet deadlines, exercise good judgment and handle high-pressure situations
- Exceptional written and verbal communication skills with the ability to interact effectively with a variety of audiences
- Team player who demonstrates a positive attitude, sense of humor, energy, entrepreneurial spirit and dedication to collaboration
- Prior experience with Breakthrough model highly desirable; familiarity with partner schools or districts a plus
- Flexibility that allows for periodic work on Saturdays and evenings
- Candidates of color and those from low-income backgrounds are strongly encouraged to apply as are those with fluency in Spanish, Portuguese, Haitian Creole, Amharic, Somali, Arabic, Bengali, Hindi, Tigrinya or Urdu
- Bachelor's degree

## **COMPENSATION**

Breakthrough Greater Boston offers a competitive compensation package and is deeply committed to pay equity and transparency. The salary range for this position is **\$64,345-87,055**; Breakthrough Greater Boston makes an offer based on relevant years of experience and does not negotiate salaries.

## **HOW TO JOIN OUR TEAM**

If you are interested in learning more about how your passion and experience can help Breakthrough meet its mission and grow its impact, please submit your resume and a **thoughtful and targeted cover letter** outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity. Applications can be submitted to Jennifer Stange, Managing Director of Operations, at [jobs@btgbmail.org](mailto:jobs@btgbmail.org).