



Job Title: Operations Director
Reports to: President and CEO

The Operations Director is responsible for developing and maintaining systems required across all lines of business for Elevation Community Land Trust's ("ECLT") success in pursuing its mission and goals, fostering an environment of highly organized service, stewardship, innovation, and commitment to the creation of a more equitable and just Colorado.

PRIMARY DUTIES & RESPONSIBILITIES

The Operations Director is expected to work independently and perform a wide range of duties including, but not limited to the following:

Program and Business Operations:

- Establish an operating rhythm for ECLT to ensure the organization and its team are running effectively and efficiently to meet goals and objectives
- Direct the planning, development, implementation, and continuous improvement of a project management tool to track all elements of operations across multiple communities; train staff, liaise with vendors, and drive staff education to ensure full use of tool; run reports and oversee cross-project coordination
- Partner with the VPs of Stewardship and Real Estate to build an integrated Salesforce/Homekeeper CRM database to arrange ongoing homebuyer contacts and stewardship functions as well as general relationship management appropriate to support long term organizational goals; oversee the ongoing utility of the CRM database, including training of staff, liaison with vendors, and continued education to ensure full use of tools
- Partner with ECLT leadership to establish ECLT as a stand-alone 501(c)3 including ensuring the seamless transition of financial accounting and oversight, human resource management, board leadership and marketing and communications
- Manage and implement special projects as they arise

Finance and Compliance:

- Manage day-to-day finance operations, liaising with accounting staff at Urban Land Conservancy ("ULC") to ensure timely and seamless execution, including processing deposits, payables, reimbursements, and invoicing as well as developing systems and reporting that further organizational goals
- Maintain impeccable files following ECLT procedures
- Support ULC during the annual audit
- Assure adherence to federal and state compliance standards and funder/investor reporting requirements by leading regular reporting
- Partner with ULC accounting staff and ECLT's President & CEO to manage, analyze and review organizational budgets, measure and track ROI and reconcile and explain discrepancies

Marketing and Communications:

- Support/lead in the creation of original marketing content, such as well-designed power points, flyers, and brochures for a variety of audiences including government, homebuyers, private funders and investors, developers, partners and the general public
- Working with the President & CEO and other staff as appropriate, including those at ULC and GCI, support media and press communications
- Manage communications with key land trust constituents including funders, investors, and partners
- Manage oversight of the ECLT's website, development of a newsletter, and other communications tools, funder collaborative gatherings, etc

HR, Office Administration, and Infrastructure:

- Roll out and manage select HR functions for ECLT including posting/recruiting open positions, scheduling interviews, candidate screenings, training, performance reviews for direct reports, etc.
- Support HR activities
- Support building/facilities management including new office identification, lease agreements, etc.; find and pursue cost reduction opportunities
- Provide administrative management of office supplies and business equipment including inventory for insurance purposes
- Serve as the first point of contact at ECLT, via managing main phone and email accounts
- Manage office and relationships with vendors, including ULC and GCI. Serve as liaison between the three organizations, ushering decisions and projects through the appropriate channels and ensuring open and productive communication
- Schedule and provide support for Board and committee meetings
- Provide administrative support to President & CEO and other staff as appropriate, including scheduling, travel arrangements, etc
- Contribute to the development and integration of new processes as appropriate
- Contribute to annual operations calendars and manuals

General:

- Develop and maintain an understanding of the community land trust model and the resale formula
- Maintain an understanding of community issues that impact ECLT work, i.e. affordable housing, workforce development, social enterprises, government funding programs, etc
- Participate in organizational strategic planning and goal setting
- Provide Board support

Education

- Bachelor's degree in public administration, nonprofit management, finance, or related field
- MBA preferred



Experience

- Must have at least 7 years of experience

Knowledge, skills, and abilities

- Must possess the knowledge, skills, and abilities to engage resources to resolve issues in a timely manner in order to maintain trust and confidence
- Ability to plan and manage several projects/tasks simultaneously
- Must possess a passion and commitment for community development, real estate, economic development, ECLT's mission, and supporting the nonprofit community
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow
- Ability to understand and follow written and verbal instructions
- Ability to work independently and as a member of various teams
- High level of interpersonal skills
- Excellent communication skills, written and verbal
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- A commitment to maintain strict confidentiality

How to Apply

Using ECLT Operations Director as the subject line, please send your resume with cover letter to HRapplications@urbanlandc.org.

Equal Opportunity Employer

It is the policy of Elevation Community Land Trust to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law.