



JOB DESCRIPTION

Director of Operations and HR

\$80,000- \$90,000

POSITION OVERVIEW:

The Director of HR and Operations serves as the Executive Director's right hand and second-in-command, acting as a trusted strategic partner and senior member of the Leadership Team. This role ensures that as the organization grows, internal systems, operational processes, and human resources practices scale effectively, fostering a healthy, productive, and inclusive organizational culture. The Director partners closely with the Executive Director on organizational strategy and decision-making, is prepared to represent the organization and lead in the Executive Director's absence, and is instrumental in staff onboarding, professional development, performance management, and leadership support, while overseeing operations and administrative functions that enhance organizational efficiency.

Reporting directly to the Executive Director, this position manages three direct reports, serves as a key member of the Leadership Team, and may act on the Executive Director's behalf—including with the Board of Directors—when needed. The Director collaborates closely with other Leadership Team members to achieve organizational outcomes, maintain operational excellence, and strengthen organizational culture.

Overarching goals:

- Lead and advance a healthy, productive organizational culture aligned with the organization's mission, values, and HR best practices.
- Ensure operations are effective, efficient, legally compliant, and aligned with organizational objectives.
- Optimize management systems, operational processes, and HR strategies to support organizational growth and sustainability.
- Serve as a trusted strategic partner and second-in-command to the Executive Director, ensuring continuity of leadership and sound decision-making across the organization.

SPECIFIC DUTIES, FUNCTIONS AND RESPONSIBILITIES

Executive & Board Partnership:

- Serve as the Executive Director's chief strategic partner and second-in-command, stepping in to lead organizational operations and decision-making in the Executive Director's absence.
- Partner with the Executive Director on strategic planning, board meeting preparation, and organization-wide decision-making.
- Represent CCP with professionalism in interactions with the Board of Directors, funders, community partners, and vendors, maintaining alignment with organizational goals.

Human Resources Leadership:

- Serve as a senior advisor to the Executive Director on all people-related matters, including talent acquisition, retention, workforce planning, succession planning, and staff development.
- Design, implement, and maintain competitive compensation structures, benefits programs, and job leveling frameworks that attract and retain top talent.
- Lead performance management initiatives, including goal setting, regular feedback, evaluations, and career development planning.
- Develop and implement strategies that advance diversity, equity, and inclusion (DEI) and foster an inclusive, equitable, and collaborative work environment.
- Oversee and maintain comprehensive HR policies, procedures, and compliance with all federal, state, and local employment laws.
- Manage employee relations, conflict resolution, reasonable accommodation requests, and sensitive investigations, ensuring confidentiality and fairness.
- Lead organizational change initiatives and provide guidance on workforce planning, professional development, and succession strategies.
- Partner with managers to assess organizational training needs, develop leadership capacity, and support ongoing professional growth across teams.
- Co-manage the organization's response to external crises affecting staff or operations (e.g., public health emergencies), ensuring employee well-being and organizational continuity.

Operations:

- Supervise the facilities to ensure safe, secure, and efficient workspaces, positive vendor and maintenance relationships, and effective coordination of facility usage, space allocation, and events.
- Optimize administrative and operational processes for efficiency, cost-effectiveness, and sustainability across HR, IT, finance, and office services.
- Implement and maintain emergency protocols, safety plans, and incident reporting systems.
- Manage organizational insurance programs, including general liability and workers' compensation, and evaluate coverage options annually for cost-effectiveness.

Financial Management Systems and Process:

- Partner with the organization's contract accountant on payroll processing, ensuring accurate deductions, benefits, and compliance with employment and tax regulations.
- Maintain accurate employee records, including compensation, benefits, and employment documentation.
- Partner with the contract accountant on billing, tuition collection, and government-subsidized program payments (e.g., Alternative Payment, CalWORKs).
- Provide financial guidance to families regarding tuition, payment options, and program costs with professionalism and empathy.
- Support budget development, monitoring, and reporting in collaboration with the Executive Director and contract accountant.

EMPLOYMENT QUALIFICATIONS AND STANDARDS

- High school diploma required, post-secondary degree preferred
- Three years related experience preferred
- Proficiency in both English and Spanish required; bicultural preferred
- Computer and Internet literacy and excellent verbal and written communication skills required
- Ability to prioritize work and manage multiple tasks effectively required
- Valid automobile insurance and a valid California Driver's License are required

CLASSIFICATION: Salaried, Exempt

WORKING CONDITIONS

Work is generally performed within a school or office environment. Work is generally sedentary in nature. The working environment is generally favorable. Lighting and temperature are adequate, and there are typically no hazardous conditions. Occasional lifting and carrying is required.

IMPORTANT PERFORMANCE FACTORS

- Attendance and dependability: Can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.
- Communication and contact: Communicate effectively and respectfully, both verbally and in writing, with superiors, colleagues, Board of Directors, volunteers, vendors/suppliers and the public.
- Relationships with others: Works effectively and relates well with others including superiors, colleagues, Board of Directors, volunteers, vendors/supplier and the public, maintaining professional and constructive working relationships.
- Adherence to policies and procedures: Complies with written and verbal policies and procedures, as well as instructions from management.

This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship.

My signature below verifies that I have received this job description and understand all that it entails. My signature also testifies that all my questions pertaining to this position have been addressed and answered satisfactorily by the supervisor.

Employee Name Printed

Employee Signature

Date

Supervisor Name Printed

Supervisor Signature

Date