



## **Director of Administration and Operations**

Position Title: Director of Administration and Operations  
Positions Status: Regular Full-Time  
FLSA Classification: Exempt  
Reports To: Executive Director

### **Organization Summary**

**DOVE (Domestic Violence Ended)**, Inc. was founded in 1978 by the Quincy Mayor's Commission on Women and a group of committed community volunteers. Since 1978, DOVE has grown from one crisis hotline to a comprehensive multi-services organization. DOVE provides a range of services for adults who have been abused – physically and sexually as well as emotionally and financially. These services include: crisis intervention; safety assessment and planning; supportive counseling, advocacy, and case management; emergency shelter; legal advocacy; educational and support groups; and community outreach and education. DOVE is the only domestic violence shelter and community-based service provider based in Norfolk County, and also serves the greater South Shore.

### **Mission Statement**

*DOVE is committed to partnering with diverse communities, families, and individuals impacted by domestic violence. We promote hope, healing, safety, and social change by providing a broad range of preventive and responsive services.*

**Reporting responsibilities:** The Director of Administration and Operations reports to the Executive Director.

**Supervisory responsibilities:** Administrative Assistant and Intern(s)

### **Job Overview:**

Serve as a strategic partner to the Executive Director on operational excellence, including designing implementing and maintaining effective Human Resources, IT, financial, and administrative systems. The Director of Administration and Operations is responsible for ensuring that all DOVE operational support functions are working smoothly, from managing the DOVE office including office management, finance, contracts management and contracts/grants administration, information systems, and facilities. The person in this position will be in charge of day-to-day organizational operations, to ensure deadlines and goals are on target throughout the year. The right candidate will be *hardworking, very organized, detail-oriented*, and have *solid technology skills and excellent people skills* that seamlessly translate to all of DOVE's different stakeholders (staff, board, vendors, and collaborators). We are seeking someone who can demonstrate their capacity to think strategically, provide leadership, exercise common sense, handle competing priorities and multiple deadlines, and not be afraid to take on a broad spectrum of tasks from the mundane to the highly complex.

Manage day-to-day office operations, including maintaining supplies and equipment, facilities oversight and planning, mail, telephones, information technology, and organizational contact lists. Ensure that

the office infrastructure and services support the business needs of DOVE and its staff members. Serve as the primary point of contact with DOVE's vendors, consultants, contractors, and staff for managing accounts payable and reimbursements. Identify, research and propose new policies and processes to streamline and enhance DOVE's operations. Work with DOVE staff to ensure that all office processes, policies, and operational structures support the business and staff work of DOVE. Supervise the work of Administrative Assistant. Work with the Executive Director and senior staff to develop and monitor proposals, budgets, contracts, staffing plans and long-term financial projections. Participate in and provide support for developing financial and progress reporting. Support Executive Director with Board work (preparing documents and reports for Board and its committees including the People Performance and Compensation Committee and Finance Committee, and attending calls and meetings of the Board, as well as its Committees as necessary and requested by the Executive Director.

### ***ESSENTIAL JOB FUNCTIONS:***

#### **Logistical Operations and Office Management**

- ❖ Ensure smooth operations for all aspects of the Community Advocacy and Prevention Services (CAPS) office, in which DOVE's development and administrative functions are also housed, and/or any separate office(s).
- ❖ Ensure office space and equipment are maintained in good working condition, including email and internet/IT, copiers/ printers/fax, and phone/voicemail systems.
- ❖ Manage facilities/maintenance for office(s), including property matters in relationship with office lessor, as well as office equipment.
- ❖ Serve as point person with facilities and vendors for general office and equipment maintenance.
- ❖ Assist Executive Director with implementation of projects, e.g., Strategic Planning initiatives, research for grants, etc. Strong writing skills will be required.
- ❖ Create and maintain relationships with vendors to receive cost effective, high quality services, including technology and computer support.
- ❖ Establish, document, and maintain administrative policies, procedures, and practices. Maintain up-to-date operational documents and manuals. Review, research, and revise existing administrative procedures and processes and assure the policies and practices are understood by staff.

#### **Finance**

- ❖ Prepare Accounts Payable and Accounts Receivable transactions, as well as prepare and make deposits and record transactions for DOVE's accounting contractor.
- ❖ Prepare monthly in-kind documentation and provide to accounting contractor.
- ❖ Ensure timely billing of contracted services and monitor receipt of payment.
- ❖ Manage expense contracts, code bills, manage billing for government contracts and grants.
- ❖ Develop and manage systems for fiscal oversight including record-keeping and procedures to account for receipts and disbursements (i.e., receivables and check requests).
- ❖ Prepare financial and other reports for board of directors and other meetings.
- ❖ Work with Executive Director to prepare draft of annual budget and assist in monitoring the annual budget including preparation of periodic budget reports.
- ❖ Work with staff to prepare program budgets for staff to manage.
- ❖ Work with accounting contractor to ensure that all financial records and reports are up-to-date.
- ❖ Coordinate annual audit activities
- ❖ Maintain vendor contracts and report on need for follow-up or repair.

### **Information Systems**

- ❖ Develop, implement, and maintain information systems and policies incl. cybersecurity policy.
- ❖ Acquire and maintain working knowledge of DOVE's IT equipment, including computers, printers, and phone system. Assist staff in resolving technology issues, by troubleshooting software and hardware and contacting IT consultants as needed.
- ❖ Assess training needs of staff and arrange training as needed in IT use including software use.
- ❖ Maintain relationships with IT consultants, contractors and vendors, act as a liaison, and ensure that work done by consultants meets organization's needs and quality expectations.
- ❖ Manage process of selecting and purchasing new computers, phones, office equipment, and other technology as needed.
- ❖ Set up new computers, phones, office equipment and other technology, with support of IT consultants as needed.

### **Payroll, Benefits, & Human Resources Management**

- ❖ Manage bi-weekly payroll. Serve as primary interface with payroll contractor.
- ❖ Maintain all employee timesheets, and payroll records, ensuring proper allocation of hours worked and paid benefit time.
- ❖ Maintain communications with payroll and benefits vendors, keeping up to date with changes in benefits plans and compliance with federal, state and local laws and regulations.
- ❖ Manage annual open enrollment process (as well as enrollment per new hire and eligibility) for health insurance and other benefits.
- ❖ Manage benefits administration, including health and dental insurance, short-term disability, and life insurance.
- ❖ Explore new benefits options including a retirement plan, and assess cost and options. Provide information and proposals to Executive Director and Board/committees.
- ❖ Produce and distribute a complete compensation and benefits statement for staff.
- ❖ Oversee maintenance/retention/destruction of payroll, financial, donor, and client records, and archives.
- ❖ Maintain current knowledge of DOVE's Employee Handbook and policies, ensuring the organization's adherence and compliance, and serve as a resource to staff by being available to explain personnel policy and answer questions. Update regularly with ED and BOD.
- ❖ Implement recruiting, hiring, and onboarding/orientation to DOVE's systems, policies, practices, and benefits for new staff and interns.
- ❖ Organize and/or ensure performance reviews for staff and interns.
- ❖ Conduct exit interviews.

### **Administrative, Board of Directors, and Misc.**

- ❖ Manage or oversee reporting processes for organization with the MA Secretary of State and Attorney General's offices, including annual Officers and Members of the Board of Directors, Public Charities report, 990 and Certificate for Solicitation, etc.
- ❖ Maintain corporate records.
- ❖ Supervise administrative assistant and intern(s), including delegating and overseeing work and providing career development opportunities.

## **QUALIFICATIONS/SKILLS/EXPERIENCE:**

*Following is a summary of the key attributes of the successful candidate:*

- ❖ Well-organized with attention to detail and a desire to create and maintain order, including ability to meet deadlines with minimal drama.
- ❖ High level of proficiency with the internet and technology, including Office 365, Word, Excel, and database experience.
- ❖ Strong writing and communication skills, and strong interpersonal skills, with an ability to establish positive, personable, and professional relationships via email, phone, and in person.
- ❖ Strong supervisory skills.
- ❖ A solid work ethic and sense of initiative. Someone who leads by example and can work effectively and collaboratively in a creative and resourceful non-profit setting.
- ❖ Experience with government contract procurement processes and invoicing helpful.
- ❖ Positive approach, can-do attitude, sense of humor, ability to be flexible, and grace under pressure.
- ❖ Strong problem-solving skills; ability to trouble-shoot and triage; not rigid or reactive under pressure.
- ❖ Responsibilities involve exposure to sensitive information, and the person in this role will need to demonstrate considerable use of tact, diplomacy, discretion, and judgment.
- ❖ Strong commitment to the mission and goals of DOVE.

### **Requirements:**

- ❖ Must have valid MA driver's license, reliable transportation, and willingness to travel.
- ❖ Must be committed to DOVE's mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ❖ Able to climb stairs, bend, and lift items up to 30 pounds.
- ❖ Must complete DOVE's 35-hr domestic violence training within 1 year of hire.
- ❖ CORI check required upon offer of hire.

**Work Schedule:** Full-time position, generally Monday - Friday hours as discussed with Executive Director. Flexibility for evening and weekend events and activities is absolutely required.

**Compensation:** Salary is dependent on skills and experience.

**Benefits:** DOVE is committed to working for social and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work. Benefits include paid time off (vacation, personal, sick, holiday) and insurance coverage (Health/Dental, Short-Term Disability, and Life/ADD), consistent with personnel policy.

*To apply, send Cover Letter specifically for this position and Resume to:*

- ❖ Sue Chandler, Executive Director, DOVE Inc., at [applytodove@gmail.com](mailto:applytodove@gmail.com)
- ❖ Applications will be considered until the position is successfully filled. 1<sup>st</sup> round applicant reviews will begin early August and interviews offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work September, 2018.
- ❖ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.

*Posted July 2018*