

Director of Operations

Position Summary

The Director of Operations works to maintain the stability and continuity of all NASCO operations. The DO supports and systematizes efforts across governance, administrative, and program areas in order to ensure sustainable jobs and efficient use of resources. The DO supports the NASCO Board of Directors in fulfilling its regular duties and following through on strategic and long-term initiatives. The DO oversees routine administrative and HR functions. The DO serves as the NASCO personnel supervisor with primary responsibility for ensuring compliance with all personnel policies, coordinating evaluations of each NASCO Staff Collective member, recommending changes to job descriptions or personnel policies, coordinating and reporting of staff workloads, and maintaining a staff Operational Plan. The DO is responsible for designing and implementing any changes to administrative or management processes.

Responsibilities for this position include:

Administrative

- Maintain a Main Office for the organization
- Ensure sound accounting practices for the NASCO Family of organizations, including regular reports to each board and supervision of NASCO Family finance policies
- Organize staff meeting agendas and follow up on decisions or actions that result
- Create quarterly reports to the NASCO Family boards, summarizing operations during that quarter
- Oversee NASCO's finances including regular bookkeeping, preparation of monthly and quarterly financial reports, preparation of the annual budget, and processing of accounts payable and receivable.
- Maintain corporate records and legal filings for NASCO.
- Maintain a membership database with relevant details about members and their membership history
- Track member dues, invoice members, and collect dues.

Governance

- Maintain accurate and accessible records of NASCO board meetings
- Maintain the NASCO articles, bylaws, standing rules, and mission/vision/identity statements, etc.
- Coordinate with the NASCO Board of Directors and Executive Committee to plan meetings, prepare agendas, and coordinate board participation.
- Prepare staff reports for the NASCO Board of Directors and Executive Committee.
- Attend NASCO Executive Committee and Board meetings.
- Coordinate logistics and support for the Annual General meeting (with the Director of Movement Building)
- Support the board in strategic planning, including drafting reports and reporting on progress.

Personnel

- Serve as liaison to NASCO Personnel Committee and attend regular NASCO Personnel Committee meetings
- Monitor and report on compliance with NASCO Staff personnel policies for accountability
- Work with each NASCO staff member to set work plans, priorities, and review completion of

responsibilities through ongoing review of the Operational Plan

- Review and compile reports on staff timesheets, payroll, and paid time off
- Provide advice to staff and logistical support for conflict resolution and personnel concerns
- Maintain and organize personnel records while ensuring confidentiality in accordance with NASCO policies
- Assist the NASCO Personnel Committee with the implementation of an evaluation of the Staff Collective as requested by the committee
- Design and implement evaluation of individual NASCO Staff Collective members
- Gather and include feedback from multiple stakeholders (staff, boards, member cooperatives, allied organizations, etc) in staff evaluations, and work with the Staff Collective to create a report on the findings and results of the evaluation process
- In the event that the Staff Collective fails to draft a satisfactory staff evaluation report, make recommendations for future staffing changes (change in staffing structure, change in position, change in job description, probationary status, change in hours or wages, termination) to NASCO Board of Directors and NASCO Staff Collective

Education

- Coordinate housing, registration, and scholarships for NASCO Institute.
- Coordinate volunteers for NASCO Institute
- Support the NASCO Board developing materials to orient and train new board members.

General Duties

- All NASCO staff are expected to travel on a regular basis, though will not be required to travel more than one weekend per month.
- All NASCO staff are expected to conduct visits to member cooperatives (currently, each staff member is responsible for visiting 12-15 co-ops per year) and to attend meetings of the family boards on request.
- All NASCO staff are expected to participate in NASCO's fundraising efforts.
- All NASCO staff are expected to participate in preparation for NASCO Institute and attend NASCO Institute (Thursday to Tuesday) each year.
- All NASCO staff are expected to serve as a liaison to one or more NASCO boards or committees, and to attend meetings of those boards/committees. All staff are also expected to report regularly to the boards and committees for which they serve as liaison.

Management Duties

- All NASCO staff are expected to play an active role in the management and operations of the staff collective, including attending staff meetings and retreats.
- All NASCO staff are expected to behave professionally while representing NASCO, in accordance with NASCO's policies on professional conduct. This includes official representation to affiliated organizations, networking or conference attendance associated with NASCO, and visits or consultations with NASCO current or potential members.
- All NASCO staff are expected to keep accurate records of the use of their time, and to report on this on a monthly basis using the agreed upon documents and procedures.
- All NASCO staff are expected to respond in a timely manner to inquiries from directors, members, or stakeholders. Staff are expected to respond to communications through email, phone, or other channels that NASCO may decide to use for official business.

- All NASCO staff are expected to participate in annual staff evaluation processes and probationary evaluations of new staff.
- All NASCO staff are expected to follow all management policies decided by the staff collective and codified in the Staff Handbook, as well as all NASCO policies and decisions set by the board.

Required Experience/skills

- Clear commitment to the mission of NASCO, including a commitment to anti-oppression
- Excellent interpersonal and written communication skills
- Proficiency with email communication
- Willingness to travel in order to attend Board of Director meetings or trainings for members
- Commitment to building a sustainable and socially just cooperative movement
- Non-profit financial management, including donations and grant administration, fiscal sponsorship, budgeting.
- Payroll and benefits management experience
- Bookkeeping and non-profit GAAP accounting
- Quickbooks proficiency

Preferred Experience/skills

- Knowledge of flat management structures and/or collectives.
- Experience working with and reporting to volunteer boards
- Familiarity with group equity and/or student and/or affordable housing cooperatives
- Human resources experience highly desirable.