



Operations Director: Position Description

Applications are considered on a rolling basis, with a priority deadline of Monday, May 23rd.

ABOUT THE POSITION

Critical Exposure (CE) is seeking a full-time Operations Director to join our team in Washington, DC to steward people-centered practices through managing operations and supporting human resources (HR) and finance. We're seeking a candidate who's passionate about creating and implementing systems and supporting a healthy work culture in a team that develops the leadership and changemaking capacities of BIPOC youth in Washington, DC.

This is a new position, with great potential for shaping operational strategy, systems, and processes, as CE is in its initial years following a founder transition. We need a candidate who can play a key role in helping us to achieve our dreams for organizational wellness and flow. In your first six months, here are some key projects you might decide to tackle:

- Implementation of a platform like Zenefits to support consistent time-tracking,
- Sourcing and working closely with an HR consultant to review and update our employee handbook with people-centered policies,
- Implementing a reconciliation flow for financial processes, and/or
- Conducting a team-wide satisfaction assessment of benefits.

Additionally, the Operations Director will be essential in reviewing, evaluating, and shaping CE's pay scale and benefits, work we must undertake to live into our organizational call for justice.

CE is looking for someone with 5+ years' experience in nonprofit operations and administration, with a preference for candidates who have worked in DC and/or small nonprofits. The prospective hire enjoys streamlining and clarifying processes, nurturing staff well-being, and balancing compliance with complexity. Strong candidates should have formal work experience in operations/administration, including some experience with finance and personnel/HR responsibilities.

Candidates must demonstrate a deep understanding of systems of privilege and oppression and an ability to bring an inclusive, people-centered lens to policies and practices across the team, as well as demonstrate ease working with youth and young professionals. The Operations Director reports to the Executive Director, is a member of the organization's Leadership Team, and has the option to work remotely. If remote, there will be occasional travel to our Washington, DC office for specific meetings, retreats, and on-site operations needs. **Please note:** all CE staff are expected to have received the COVID-19 vaccine, as mandated and defined by DC Public Schools and DC Public Charter Schools, where CE operates programs.

ABOUT CRITICAL EXPOSURE

A nonprofit organization in Washington, DC, CE trains Black and Brown youth in Washington, DC to harness the power of photography and their own voices to fight for education equity and social justice. Through campaigns and visual storytelling, CE youth raise their voices in conversations about school and community concerns in order to build the public support and political will needed to address the issues they face. CE is developing a new generation of leaders who possess: the tools to express themselves; the creativity to imagine new solutions to old problems; the belief that youth have the right and ability to fight for those solutions; and the skills to hold communities and public officials accountable.

Since our founding in 2004, CE has trained more than 2,800 DC youth, who have used their images and narratives to fight for restorative justice programs, solutions to the school-to-prison pipeline, and more than \$500 million in additional education and school improvement funds.

POSITION OVERVIEW

This is a mid-career position. Duties of the Operations Director include:

- Manage, revise, and update organizational procedures and processes, identifying gaps in our operational systems and propose solutions for a 10-person team;
- Ensure transparent, just, and equitable internal systems, policies, and procedures that match CE's external calls for justice;
- Lead the strategy and process for long-term operational and HR infrastructure;
- Provide key support for day-to-day finance and longer-term budgeting (CE's budget is approximately \$850k); and
- Actively participate in leadership team and staff meetings.

KEY COMPETENCIES

- Understanding of and an intersectional commitment to undoing internalized, interpersonal, and institutionalized oppression.
- Highly organized and detail-oriented.
- Excels at time management: able to prioritize and balance long-term and short-term projects while ensuring deadlines are met.
- Systems thinker, with the ability to streamline processes, identify gaps, and develop and integrate new processes across the organization.
- Ability to be self-directed and thrive in a highly collaborative team environment
- Keeps a thriving team at the center of the work: ability to negotiate the needs of the individual with the needs of the group/organization
- Ability to set and maintain healthy boundaries
- Grounded, flexible, and brings a sense of humility/learning-orientation to their work

CORE RESPONSIBILITIES

People and culture

- Manage health insurance vendors and lead benefits enrollment (e.g, retirement and stipends); explore potential new benefits; and spearhead benefits expansion.
- Support hiring leads with participatory staff hiring and onboarding processes; lead orientation with necessary new hire paperwork, account access, and equipment (i.e. laptops); and lead offboarding processes.
- Maintain personnel files in compliance with state and federal regulations; ensure job descriptions are accurate and up to date.
- Lead the annual employee review process, making improvements to the content and structure.
- Manage staff time tracking and reporting, including paid leave (currently via Google Sheets).
- Manage and coordinate access to staff benefits, such as health allowances, phone reimbursements, and remote office set-up.
- Work in concert with the Executive Director to source and manage HR consulting support to:
 - Update employee handbook with an eye for people-centered policies and compliance;
 - Review our compensation structure and benefits package;
 - Conduct trainings on anti-harassment/anti-discrimination, non-oppressive management practices, setting boundaries, preventing burnout, working with youth, and fostering a wellness culture.
- Identify professional development and team-building opportunities.

Finance

- Track accounts payable, upload bills/invoices, and ensure bills are paid on time, currently via Bill.com or ACH transfers.
- Ensure accurate biweekly payroll, appropriate payroll set-up for new hires, ongoing payroll management for employees and monthly youth payments, and serve as point of contact for payroll questions and CE's payroll vendor (ADP).
- Track and upload credit card statements for accountant to reconcile.
- Support our annual audit and 990 filings, ensuring appropriate files and documentation are prepared.

Office and operational management

- Maintain and ensure timely renewals for key organizational documents, such as lease(s), business licenses & certifications as well as business insurance such as workers' compensation, general liability, unemployment insurance accounts, etc.
- Manage day-to-day functionality of CE's operational systems (e.g., Google Drive and Asana) and make improvements and recommendations for new tools and systems.
- Manage organizational subscriptions and memberships.
- Manage IT inventory, office supplies, and physical office space, (this can largely be performed remotely, with occasional travel to the DC office).

IMPORTANT SKILLS

- 5+ years of operational and administrative experience, ideally in a small nonprofit environment, with a track record of creating and adapting inclusive processes that strengthen how teams and the organization operate.
- Experience with inclusive and people-centered policies, practices, and operations (e.g. benefits administration, policy development, hiring); have practical knowledge of employment regulations and state/federal compliance.
- Experience with financial management (e.g. budgeting, accounts receivable/payable, payroll).
- Superb organization skills: proven ability to prioritize, plan backwards, and meet multiple competing deadlines efficiently and effectively.
- Comfort with the full Google Suite (Google Drive, Google Calendar, etc.), as well as Asana, Quickbooks, Bill.com, or similar platforms.
- Experience working with young people and people new to nonprofit work experience.
- High degree of personal integrity and ethical decision-making; demonstrated ability to manage sensitive and confidential matters.
- Able to work evenings for key organization-wide events during the year (at least twice annually) based on availability and current work priorities.

Additional skills and experiences that are a plus, but not required:

- Experience working in small nonprofits focused on youth organizing and/or social justice community organizing more broadly.
- Familiarity with conflict resolution, mediation, and transformative justice practices. Even if not familiar with these practices, candidates should be open and curious about them.
- Preference for people who live in the DC metro area or have worked in Washington, DC.

COMPENSATION AND BENEFITS

This is a full-time, exempt position with an annual salary range of \$70-\$78k. This salary range is based on CE's current compensation structure.

We offer a flexible benefits package including a stipend for health care, a retirement plan with eligibility for an employer contribution, paid time off (including 14 days vacation, 10 days of personal leave, pre-set public holidays and an office closure between Christmas and New Year's Day), 8 weeks of paid parental leave, and a cell phone stipend. We are committed to leadership development and prioritize continuing education opportunities for all staff.

TO APPLY

Please submit a cover letter and resume to Hiring@criticalexposure.org with "Operations Director" as the subject line. Applications are reviewed on a rolling basis, with a **priority application deadline of Monday, May 23rd.**

*Critical Exposure is an equal opportunity, affirmative action employer. **DC natives; BIPOC; women; working-class people; trans, nonbinary, queer, bisexual, lesbian and gay people are strongly encouraged to apply.** We consider applicants for all positions without regard to any legally protected status.*