

## DIRECTOR OF OPERATIONS

**Intercambio is a great place to work!** Intercambio was founded in 2001 to bring English learners and community volunteers together in language classes and gatherings to build skills, confidence, and life-changing connections. We have connected over 15,000 students, teachers, and TESOL organizations through our programs, trainings, and curriculum. Intercambio participants build relationships that break down barriers of language, culture, race, and socioeconomic status — creating connections that build a more fair, just, and inclusive society. Our staff are experienced, diverse, passionate about our mission, and learn from our participants and each other.

Our Director of Operations oversees accounting, HR, technology, facilities management, and risk management operations to ensure outstanding support for efficient operation of the organization. This includes managing consultants and contractors retained to accomplish operations functions. As a member of the Intercambio Management Team, the Director of Operations makes decisions that ensure the sustainability of the overall organization. In addition, supports the Board of Directors and Finance Committee.

This is a full-time position. The Director of Operations reports to the CEO and supervises the Online Program and Operations Specialist. The work location is hybrid – you will be expected to work in our Boulder and Longmont offices regularly and from home.

### RESPONSIBILITIES

#### Staff Management

- Hires, trains, supervises, and conducts performance reviews for supervised staff.
- Ensures that all supervised staff have clearly defined roles, goals, priorities, and resources to accomplish their jobs.
- Holds check-in meetings to discuss progress on goals and address areas of growth, training, or support needed.
- Knows, follows, and ensures that direct reports follow Intercambio's policies and procedures.

#### Management Team Membership

- Is a member of Intercambio's Management Team which helps set goals for and guides the organization.
- Always makes decisions that ensure the financial sustainability of the organization.
- Participates in team meetings, including, in rotation with other members of the team, developing agendas, facilitating, and taking notes.
- Monitors spending. Approves direct-reports' expense reports.
- Determines policies needed by the organization. Writes, or delegates the writing of policies. Leads an annual review of all policies.
- Oversees implementation of the Intercambio Strategic Plan.

#### Financial

- Develops policies and procedures to ensure that accounting functions comply with Generally Accepted Accounting Principles and all applicable state and federal laws.
- Develops processes that ensure adequate internal controls for all Intercambio financial transactions.
- Leads the Management Team in the annual budgeting process.
- Maintains accurate daily and monthly financial records. Performs or oversees the performance of all bookkeeping functions, including payroll, accounts receivable, accounts payable, credit card and journal entry transactions and bank deposits.
- Develops financial reports and projections that clearly communicate the organization's financial position.
- Re-balances the investments in the Next 50 Endowment fund annually so they comply with fund allocations set by the Finance Committee and Board of Directors.

- Files all sales tax returns and all reports required by government agencies.
- Sets up and maintains vendor registrations as required by entities purchasing Intercambio's products and services.
- Maintains all corporate and financial documents (tax-exempt status, audit prep, monthly financials, trademarks, sales tax returns, etc.).
- Provides all documentation to the accounting firm performing the annual audit.

### **Human Resources/Benefits**

- Develops labor, benefits and compensation policies and procedures that comply with all applicable state and federal laws and ensures that these policies and procedures are being followed at all levels of the organization.
- Oversees all components of the annual performance appraisal process.
- Administers the Intercambio Total Rewards Compensation plan– makes annual changes to salary bands based on survey data, consults with directors to set starting salaries and annual salary increases based on the plan, and works with outside consultants as necessary.
- Oversees the recruiting process. Reviews and posts recruitment ads, may review resumes, may participate in interviews.
- Onboards all new hires, including staff and interns (paid and unpaid).
- Sources, purchases, and manages employee benefits (health, dental and vision care; simple IRA contributions; vacation and sick leave accruals, personal development funds).
- Sets up and maintains personnel files in a confidential manner.
- Prepares and reports data to payroll service.

### **Board of Directors**

- Attends monthly board meetings and provides Operations and Financial Reports.
- Supports the Finance Committee. Attends meetings and provides committees with regular reports and any other information requested.

### **Facilities Management and Purchasing**

- Serves as Intercambio's representative at HOA meetings.
- Reviews vendor contracts and bids.

### **Computers and Technology**

- Researches and assists in selecting and implementing technology solutions and ensures staff are adequately trained
- Establishes procedures for use of technology and maintains all technology in good working order.
- Sets up and administers users in Office 365, on individual computers, and in Salesforce.
- Administers Salesforce – adds users, makes changes, writes reports, works with consultants to improve functionality.
- Maintains equipment inventories. Develops plans for replacing computers, software, projectors, modems, routers, etc. on a regular basis.
- Purchases, installs, and maintains new equipment and software in collaboration with consultants when necessary

### **Risk Management**

- Reviews all organizational insurance policies annually to ensure the appropriate coverage including property, liability, Director's and Officer's, worker's compensation, and unemployment insurance policies.
- Submits information required by insurance companies, for example, the annual worker's comp audit and questionnaires about operations when policies renew.
- Makes recommendations about how to operate to minimize liability and property risk.

### **REQUIRED QUALIFICATIONS**

- Understanding of and strong commitment to Intercambio's mission and willingness to uphold Intercambio's organizational commitment to diversity and inclusivity.
- Skill at strategic and operational approaches at both the organizational and departmental levels.

- Strong leadership skills and ability to instill confidence and trust in staff and volunteers.
- Experience setting, monitoring, and reporting individual, team, and organizational goals..
- Experience training, supervising, and managing staff and volunteers.
- Excellent verbal and written communication skills; demonstrates solid listening skills and ability to manage conflict.
- Ability to manage multiple priorities and function effectively in a fluid, sometimes hectic environment.
- Strong computer skills, including Office 365 administrator experience, and skill at setting up hardware, installing software, and providing technical support.
- At least 4 years of financial management experience, including performing or overseeing day-to-day bookkeeping tasks and the creation of standard and specialized financial statements and reports.
- At least 4 years of Human Resources generalist experience.

#### **DESIRED QUALIFICATIONS**

- Strong accounting background
- Project management experience
- Familiarity with Salesforce

Starting Salary Range: \$75,000 - \$85,000 per year. Intercambio also offers a competitive benefits package that includes group health, dental, and vision insurance (Intercambio pays 90% of the premiums), life insurance, vacation and sick leave, Simple IRA after 1 year with a company match of 3%, and funds for annual professional development

At Intercambio, diversity, equity, inclusion and accessibility are at the core of who we are. [Read our Equity Charter here.](#) We are committed to creating a diverse and equitable work environment and strongly encourage you to apply if you have lived immigrant experience, are part of the BIPOC (Black, Indigenous, and people of color) and/or LGBTQIA community, are differently-abled, a veteran, or are of diverse nationality or religion.

**We welcome your cover letter and resume at [jobs@intercambio.org](mailto:jobs@intercambio.org). Please be sure your cover letter specifically tells us how you meet our qualifications.**