

Job Title: Director of Operations			
Work Location: 6 N. 5 th Street Richmond VA 23219			
Department: Operations			
Reports To: Chief Programs Officer			
Work Environment: Professional office and facilities setting with regular exposure to building maintenance areas.			
Physical Demands: The position requires the ability to stand, walk, bend, and lift or move items up to 25–50 pounds as needed. Routine inspections may involve climbing stairs, navigating uneven surfaces, or accessing mechanical spaces.			
Pay Grade: 7			
Work Hours <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time	Classification <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Staff Supervision <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Travel Required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No %

Position Summary:

The Director of Operations oversees the administrative, operational, facilities, and technology functions that support YWCA Richmond’s domestic violence resource center and housing campus and each location of the childcare and early learning centers, The Sprout Schools. This role provides leadership across program operations, facilities management, procurement, operational budgeting, vendor relations, information systems and agency-wide technology and IT infrastructure. Working closely with the Senior Leadership Team, the Director of Operations ensures efficient service delivery, strong internal controls, data integrity, cybersecurity awareness, and continuous improvement across programs, supply functions, and organizational support services.

The Director of Operations assists the CEO in organizational management, strategic execution, and special initiatives, ensuring that YWCA Richmond operates with excellence, accountability, and alignment with its strategic goals.

Role & Responsibilities:

Essential Functions:

Program & Operational Oversight

- Provide leadership and direction for overall service delivery and internal organizational operations.
- Establish and report monthly on quantitative and qualitative metrics, guidelines, and standards to evaluate organizational efficiency, effectiveness, and quality across YWCA Richmond programs.

- Monitor activities and key performance indicators; determine when intervention is required and implement corrective actions.
- Develop, track, and manage the organizational workplan in alignment with strategic priorities.
- Oversee operational workflows across programs and support functions to ensure effective coordination and safe service delivery.
- Lead continuous improvement initiatives to enhance efficiency, quality, and organizational performance.

Technology & IT Oversight

- Oversee agency-wide technology and IT systems, including hardware, software, networks, cloud services, and telecommunications.
- Partner with leadership to develop and implement technology strategies that support program delivery, data management, and organizational growth.
- Manage IT vendors, consultants, and service providers; oversee contracts, service levels, and performance.
- Ensure technology systems support data security, confidentiality, and compliance with applicable regulations and funder requirements.
- Lead technology-related initiatives such as system upgrades, software implementations, cybersecurity improvements, and staff training.
- Collaborate with the CEO on technology budgeting, planning, and risk management.
- Partner with Human Resources to facilitate technology onboarding for new hires.

Facilities, Procurement & Vendor Management

- Oversee the facilities team, including maintenance providers and receptionists.
- Oversee vendor contracts and relationships, including office supply vendors, facilities services, technology providers, and other operational partners; monitor performance and service levels.
- Manage purchasing of equipment, supplies, and services, including technology-related assets, to ensure cost effectiveness and quality.

- Negotiate contracts and pricing to maximize value, improve service delivery on an ongoing basis, and leverage bulk or consolidated purchasing opportunities.
- Track vendor expenditures and performance to identify opportunities for cost containment, quality improvement, and operational efficiencies.
- Ensure compliance with organizational policies, grant and contract requirements, and applicable regulatory standards related to procurement and facilities operations.

Leadership, HR & Organizational Development

- Support the CEO in implementing professional development programs and advancing organizational development.
- Cultivate strong relationships with internal staff and external partners to support mission delivery.
- Assist Human Resources in managing systems access during employee offboarding.

Administrative Leadership & Financial Oversight

- Assist the CEO and Sr Leadership Team in developing policies, procedures, and systems that support organizational goals and streamline service delivery.
- Work with the Sr. Director of Finance in preparing, monitoring, and managing organizational and program budgets.
- Track operational expenditures and identify opportunities for cost savings and resource optimization.
- Lead special projects as requested, including construction projects, technology implementations, and cross-department initiatives.

Qualifications:

Education

- Bachelor's degree required
- Master's degree preferred

Experience

- Five (5) or more years of experience in a leadership role within a nonprofit or mission-driven organization.
- Demonstrated experience overseeing operations, facilities, budgets, and technology systems.
- Experience managing vendors and leading cross-functional teams.

Skills & Requirements

- Strong operational, analytical, and problem-solving skills.
- Knowledge of nonprofit operations, technology systems, and data governance.
- Ability to exercise discretion, independent judgment, and sound business acumen.
- Excellent relationship-building, communication, and leadership skills.
- Highly organized, detail-oriented, and able to manage multiple priorities.
- Effective written and verbal communication skills.
- Successful completion of criminal background and credit checks.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.

The YWCA Richmond provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Employee Name Printed

Employee Signature

Date

Manager Signature

Date