

Director of Operations

Are you seeking a fulfilling leadership opportunity to utilize your strategic, resourceful and highly-organized skills? Would you love knowing that **your work inspires others to act with courage and compassion** by learning about the character and values of the Japanese American veterans of WWII? Join our Go For Broke National Education Center staff team to ensure our continued growth and success as we preserve and evolve an important American story for all Americans.

ABOUT GO FOR BROKE NATIONAL EDUCATION CENTER:

Go For Broke National Education Center (GFBNEC) is a 501(c)(3) nonprofit organization that educates the public on the valor of Japanese American veterans of WWII and their contributions to democracy. Our goal is to educate the public on this little-known chapter in American history, and to inspire new generations to embody the Japanese American veterans' core values of courage, sacrifice, equality, humility and patriotism.

Founded in 1989, GFBNEC maintains the Go For Broke Monument and the interactive *Defining Courage* exhibition in downtown Los Angeles, as well as extensive oral histories and archives, nationwide education and training programs and other key initiatives such as the Go For Broke Journalism Institute, *Courage & Compassion* and *Portraits of Courage* traveling exhibitions, NextGen programming and short-form videos.

JOB SUMMARY:

The Director of Operations oversees the day-to-day operations of GFBNEC to ensure that the organization achieves its objectives and performs efficiently and effectively. As a member of the Executive Team accountable to the President/CEO, the Director will support the organization's ongoing growth and development. Additionally, the Director will provide leadership and guidance to meet program regulations, performance outcomes and operations appropriately across the organization. The Director is also responsible for developing, executing and monitoring strategic plans, projects and initiatives, both short and long-range to support business goals and the objectives of the organization. including, but is not limited to, developing and implementing plans for the operational infrastructure in the form of policies, systems, processes and staff development. The Director is vital to improving the overall operations and effectiveness of the organization. Together with the Executive Team, the Director will establish and maintain relationships with key community and strategic partners in support of the GFBNEC mission. This position is a full-time, exempt position within the Executive Department.

ESSENTIAL FUNCTIONS:

Finance & Operations Management

- Oversee GFBNEC's fiduciary responsibilities, budget management, contract compliance, auditing and financial reporting are addressed with Finance and the Executive Team
- Assist the Executive Team on all major financial and operational decisions including developing operational plans and timelines for all programs, projects and initiatives
- Own overall supervisory responsibility for GFBNEC operations. Fosters engagement, team building and consensus across the organization through regular meetings, collaborations and other professionally sound methods.
- Identify opportunities to leverage and/or redesign processes, tools and technology to improve GFBNEC operations

Strategic Development

- Assist in the achievement of GFBNEC-wide initiatives that seek to enhance operational and translational capabilities, services and outcomes
- Develop and implement strategies with the Executive Team to foster the acceleration of GFBNEC's mission efforts, support leadership productivity, problem-solving and engagement of all staff members
- Support the development, communication and evaluation of organizational goals

People Management

- Work with Human Resources to administer annual performance reviews, personnel policies and standards, benefits renewal contracts, salary administration and best practices in a non-union work environment
- Support a high-performance management team by prioritizing multiple program objectives, set goals and inspire staff
- Oversee and direct, through direct reports and other managers, the supervision of all operational staff (Facilities, Finance, Fulfillment, IT, etc.)
- Other duties and responsibilities as assigned

QUALIFICATIONS:

- Minimum 7 years progressive related experience with proven successful operations management and/or management level of expertise. Must possess solid business acumen and experience at a key leadership level
- Bachelor's degree in Business Administration or equivalent combination of relevant education and experience required. Master's degree is a plus
- Prior P & L management experience including proven strength in financial planning, budgeting and analysis with previous experience overseeing nonprofit programs is a plus

- Demonstrated track record of attracting and developing high performance teams
- Proven ability to provide strategic level input to senior leadership and the ability to influence others at all levels of the organization
- Should possess excellent interpersonal, written and verbal communications skills, relationship building skills and demonstrated confidence working with corporate and community leaders
- Must be able to exercise initiative, independent good judgment, flexibility, discretion and sound decision making
- Analytical capabilities, including the ability to think critically and strategically, to propose and implement change successfully
- Must be able to successfully organize, plan, prioritize and manage multiple priorities; able to work within a fast-paced environment
- Possess personal qualities of integrity, credibility and commitment to GFBNEC's mission
- Proficient in Microsoft Office (Excel, Word, Outlook and PowerPoint); experience using Microsoft CRM or comparable fundraising database software preferred
- Knowledge of Japanese American culture and history is a plus

BENEFITS & COMPENSATION:

- Employer contribution to group medical, dental and vision health plan and retirement savings plan
- PTO (*80 hours/10 days*), Sick Leave (*80 hours/10 days*) and Personal Days (*3 days*)
- Holiday Pay (11 holiday days)
- Salary is commensurate with experience

HOW TO APPLY:

Email a resume and cover letter in PDF format to jobs@goforbroke.org with the subject header, "Director of Operations."

Only qualified applicants selected for the interview process will be contacted. GFBNEC is an equal opportunity employer committed to diversity and inclusion in the workplace and does not discriminate against employees or job applicants on the basis of protected classes in the United States.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Nothing in this position description restricts GFBNEC's right to assign or reassign duties and responsibilities of this position at any time.