



Job Description - Director of Operations

This position will report to: Chief of Staff & Strategy

Location: SELF is a fully remote organization and staff may live anywhere within the United States.

Application Timeline and Process: The deadline to apply is **Sunday, November 3rd**. Please submit your application using this [form](#).

Compensation: SELF is committed to creating and maintaining a compensation and benefits system that supports our ability to recruit and retain a diverse and talented team. In alignment with SELF's commitment to equity, we have a transparent salary structure and process. The salary for this role is \$90,000.

To ensure equitable pay amongst all new and existing team members:

- SELF does not currently differentiate starting salary offers based on years of experience, degrees, etc.
- SELF does not negotiate salary offers.
- SELF offers a comprehensive total rewards package. For full-time roles, this includes health insurance benefits, disability and life insurance, retirement plans, paid time off (PTO), parental leave, etc.

Special Education Leader Fellowship (SELF) is a non-profit organization that partners with schools to significantly improve the education of children with disabilities through professional development and responsive technical assistance.

Our Mission: We empower schools to create welcoming and effective communities that enable ALL students to achieve their fullest potential.

Our Purpose and Programs: At SELF, we work shoulder-to-shoulder with educators across the country to help them improve their inclusive education practices and become places where every student is recognized, valued, and equipped with the skills to thrive. We work with educators, from paraprofessionals to superintendents, to ensure that schools have the conditions necessary to meet the needs of ALL learners. Our programs and services help schools better facilitate improved academic and social development of diverse learners, improve teacher and leader retention, and embed sustainable systems and organizational habits for long-term success. Inclusive schools are possible when educators are empowered with the skills to meet the needs of ALL learners. Excellence AND equity can co-exist in schools.

Our Core Values guide what and how we do our work and interact with each other and all of our partners:

- **Belief:** We believe that every student, regardless of their identity and learning style, can achieve their highest potential
- **Responsibility:** It is our responsibility to use our talents and capacities to ensure that the mindsets and systems are in place for our students to have equitable, inclusive, and anti-bias classroom spaces
- **Teamwork:** We prioritize collaboration to ensure a stronger sense of belonging. We lead ourselves and others in a way that places all students at the center of our work

Key Mindsets that Drive our Team:

- We have an unwavering commitment to equity - even though we don't have it all figured out and are oriented towards learning with self-awareness, vulnerability, curiosity, and empathy.
- We uplift and prioritize the work of individuals from historically marginalized groups, including BIPOC, LGBTQI+, and those with disabilities.
- We anchor our work in systems change, which happens through deep relationships - we know it's our work to support the development of mindsets, the cultivation of skills, and the creation of systems to create equitable and accessible schools for all students.
- We are student and family-centered - this means designing solutions "with not for" and listening to/prioritizing the voices of the students and families we serve.
- We have the collective responsibility for ensuring the students at the schools we support achieve their highest potential.

Position Overview: SELF is a small but dynamic organization that requires us to work collaboratively on a number of different platforms and projects. This new role on the SELF team will review our current operational processes and policies and work to design and implement a clear vision for SELF's day-to-day operations across the organization.

The DOO will draw upon their exceptional organization, strategic thinking, and communication skills to ensure SELF has clear operational procedures for policies and knowledge management and that staff are trained and supported to utilize them effectively and consistently, expands team capacity through overseeing and streamlining data systems and access, and monitors and oversees vendor contract management and organization-wide budgets. The DOO also coordinates information flow among and between SELF's key stakeholders and may lead the operational logistics for other organization-wide projects (eg. staff retreats, major events, etc.).

Top 4 Responsibilities:

#1: Operations Policies & Systems (35%)

- Design and implement a vision for exceptional operations policies, systems, and practices
- Review and propose solutions for proactive operational systems and supports that expand team capacity, and are user-centered (including but not limited to billing, invoicing, scheduling, tools and software, enrollment and marketing, etc.)
- Ensure new staff members are set up operationally in advance of starting and design and lead training and onboarding for staff on new operational systems and supports
- Train and support staff to utilize operation systems and policies consistently and effectively
- Regularly review operation systems and policies and make updates when needed

#2: Manage Data & Organization Systems (35%)

- Manage data processes to ensure the team has the information needed to make strong strategic decisions, grant reporting, and external communication materials.
- Organize and maintain knowledge management systems, including Google Drive and monday.com.
- Train and support staff in using streamlined data and project management systems.

#3: Budget Support & Contract Management (15%)

- Support the Chief of Program Quality with monitoring invoices and tracking the implementation of contract deliverables, events, and workflow
- Coordinating with the CEO and Finance vendor to ensure that Leadership Team (LT) has access to accurate and timely, financial statements and budgets
- Supports the LT with creating, tracking, and managing programming budgets
- Ensuring all accounts payable and accounts receivable are operating efficiently (ex. credit card receipts are uploaded and properly coded)

#4: Event Logistics & Org-wide Operational Projects (15%)

- Acting as a consultant for the Program team to ensure all partnership proposals align with SELF pricing strategy
- Oversee and ensure seamless programming support by the Operations Consultant (venue set-up, supplies and catering orders, etc.) and vendor accounting
- Support the program-facing team with running logistics at high-stakes events and virtual gatherings
- Lead logistics for team-wide events and other special projects, as needed

SELF is a collaborative, entrepreneurial team and there may be additional responsibilities dependent on capacity, interest, skill, and organizational need.

Required for all Roles at SELF:

- **Commitment to Mission, Values, and Equity:** A deep commitment to SELF's mission, alignment with SELF values, and strong dedication to DEIBJA, evidenced by an openness to explore personal identity and biases, clear leadership with an equity inclusion focus, and comfort engaging in conversations about race, gender, class, disability, power, and privilege.
- **Proven Leader:** Possesses facilitation and coaching skills. Demonstrates strong relationship-building and communication abilities.
- **Proactive and Solutions Focus:** Exhibits a keen ability to prioritize tasks efficiently, displaying a high level of initiative and a solutions-focused mindset. Emphasizes creativity, resourcefulness, adaptability in finding effective solutions, and the ability to orient these solutions towards achieving desired outcomes with a willingness to experiment, learn from failures, and iterate on approaches until successful resolutions are achieved.

- **Pattern of Continuous Learning:** Showcases a history of ongoing learning and personal development, characterized by self-awareness of strengths and areas for growth. Models transformational leadership - inspiring, uplifting, and challenging others in service to fostering a more equitable, inclusive learning community.
- **Track Record of Success:** Has a demonstrated record of improving student outcomes as a special education practitioner and as a leader with an outcomes orientation driven by the belief in “the impossible,” resilience, adaptability, accountability, and celebration of achievements.
- **Work Hours and Travel:** Willingness and ability to work outside of “traditional work hours” on specific occasions (i.e., evenings or weekends when events require it.) Willingness to travel to school sites approximately once/month to support on the ground in schools.

Who We’re Looking For & Skills/Qualifications

We are looking for a leader who loves to geek out on operations as much as they believe in the mission of SELF. A leader who has a strong track record leading operations as an organization scaled, who has done operations within professional development/training programs/events. This leader loves working with people as much as systems - they think about the needs of individuals in tailoring support and are thoughtful about training and supporting the team to utilize the systems they design. And, someone who has a keen eye for cost-savings and ensures systems are in place to track and monitor expenses.

This leader will have:

- 5-7 years of aligned professional experience and/or educational background/certificates aligned to skills needed for success in the role
- Complex project management experience and skills (ideally within a project management tool like Monday.com)
- Exceptional organization, time management, and systems-building abilities and experience designing and implementing systems and policies to increase organizational/team effectiveness
- Strong written and verbal communication skills, with the ability to explain operational practices or policies clearly and to train and support others to use them
- Strong relationship building and a collaborative approach to work
- Tech-savvy, with a high degree of comfort learning, utilizing, and supporting others with different software, project management platforms, data tracking, and financial tools (e.g., Google Suite, [monday.com](https://www.monday.com), Typeform)
- Excellent time management skills and ability to prioritize work, meet deadlines, and ensure tasks are completed thoroughly and correctly
- Flexibility to adjust to new strategies, procedures, and tasks as the organization evolves, and propose ways to streamline when systems are no longer serving the needs of the organization
- Reliability and discretion with sensitive information

Preferred Experience:

- Operations experience at a nonprofit organization
- Professional experience in education
- Work in organizations whose mission centers around historically underserved student populations

SELF provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance.