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Job Announcement
Senior Director of Operations (SDO) – Full-Time

IRIS (Integrated Refugee & Immigrant Services, Inc. www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

General Description

Ensures the smooth operation of all day-to-day services and activities by developing, implementing, and overseeing IRIS operational policies, procedures, systems, planning, monitoring, and reporting.

This position is responsible for efficient operations that span and connect the entire organization; the SDO also directly supervises several departments. The SDO has direct responsibility for the Department of Finance and the Department of Human Resources & DEI. The SDO reports to the Executive Director.

Essential Duties and Responsibilities include:

1. Operations / Administration

Ensures smooth operations of all IRIS services, activities, and facilities everywhere in CT. Responsible for all internal policies, procedures, and systems. Ensures policy consistency across the organization, including every department and the two main IRIS offices: New Haven and Hartford.

Facilities

Responsible for ensuring the efficient use and operation of all IRIS facilities.

Leases & Contracts

Responsible for reviewing, negotiating, approving, all leases and contracts for IRIS facilities, equipment, utilities, and other services.

Licenses

Responsible for ensuring that IRIS has all required licenses and responsible for reviewing and approving all licenses.

Legal issues

Ensure that IRIS operations and services comply with all relevant laws.

Insurance:

Ensure that all IRIS activities have adequate insurance coverage. Review existing policies and amend as needed.

Health and Safety

Ensure that all IRIS facilities and activities comply with relevant health and safety standards.

Security

- Responsible for maintaining current security procedures and safeguards.
- Continuously assess security risks and make recommendations for minimizing risks.
- Maintain alarm systems.
- Organize preparedness trainings and safety drills.

Information / Communication Technology / Data bases

Responsible for the implementation and oversight of the communications, IT and database systems – including phones, computer systems, and databases. Supervises IT staff, including IT Manager and IT Coordinators.

Office Management

Ensure that all offices are managed professionally and efficiently. Supervises Admin and Operations staff in New Haven, including Operations Manager, Receptionist, and custodian. Works closely with the Director of the Hartford office.

Offsite locations

Ensure efficient operation of all off-site locations, including the United Church on the Green Parish House (UCG / Education Center, the Donations Center & Food Pantry, and SLP at Wilbur Cross High School.

Office Search –Lead the search for a new IRIS office.

2. Oversee Finance Department

Supervises the Director of Finance and ensures the department functions efficiently and fulfills its responsibilities, including:

Producing an Annual Budget

Monitoring all Income and Expenses

Reporting

- Ensure that Finance Reports are produced and sent to grantors on time.

- Policies and Procedures - Developing and overseeing all Finance Policies and Procedures.

Bank Accounts

- Managing all IRIS Bank Accounts

Reporting to Board - Responsible for providing accurate and timely finance reports to the Board

3. Oversee Human Resources & Diversity, Equity, and Inclusion Department

Supervises the Director of HR & DEI, ensuring the department functions properly and fulfills its responsibilities, including:

- Developing HR & DEI Policies
- Developing a rational and equitable Salary Scale
- Ensuring excellent benefits within the IRIS budget
- Hiring and firing
- Ensure performance evaluation procedures are followed

4. Administrative Liaison with Board of Directors

Work with the ED and coordinate Board meetings, manage communications with and reporting to the Board.

5. Oversee Planning and Monitoring

Provides overall monitoring of the IRIS strategic plan. Facilitates the strategic planning process.

Supervised by: Executive Director

Education and Experience:

- Bachelor's degree
- 7-10 years of relevant experience in nonprofit operations
- Demonstrated team leader with broad experience managing technology.
- Proven business and financial acumen.
- Experienced problem-solver with an orientation toward outcomes and continuous improvement and learning.
- Strong management skills with an ability to influence, engage, and coach direct reports and peers.
- Excellent verbal and written communication skills.
- Strong project management skills with ability to meet deadlines.
- Strong interpersonal skills, ability to listen well and positively represent the organization and its mission.
- Maintain the highest level of integrity, professionalism, and ethics.
- Proven commitment to equity and cross-cultural competencies.
- Strong organizational skills and attention to detail and accuracy.
- Ability to manage many and/or differing tasks and maintain productivity.
- Ability to work independently and as part of a diverse team
- Ability to work effectively and positively with a range of individuals and working styles, and with people at all organization levels including staff and board members
- Candidate must have a valid CT Driver's license

Compensation: \$ 88,000 - \$ 92,000; full-time, salaried

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Activities require a significant amount of computer work
- Regularly required to verbally communicate, listen and give presentations as needed
- Regular interaction with other staff, clients, visitors, communities, and others as necessary for overseeing operations at IRIS’s various locations
- A valid driver’s license is required

Working Environment:

- General office environment: Works generally at a desk in a well-lighted, air-conditioned cubicle/office, with moderate noise levels
- Long-distance or air travel as needed – not to exceed 25% travel
- The position is one of significant responsibility and entails a high level of daily stress

To apply, send an email to humanresources@irisct.org with the following:

- A subject line that says “Senior Director of Operations -YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.