



Position: Director of Operations
Reporting to: Managing Director
Location: Maplewood, NJ

Under the direction of the Managing Director of StrongMinds America (SMA) with a dotted line to the Chief Executive Officer (CEO), the Director of Operations will be responsible for day-to-day operations and logistics for the US program branch of a global nonprofit organization focused on youth mental health education and treatment in underserved communities.

This new role will join the leadership team and will focus primarily on maximizing the efficiency, productivity, and growth of the organization, its staff, programs, and services. This position also serves as a key point of contact for human resources functions within the SMA program. The Director of Operations will support the advancement of new program partners and provide ongoing stewardship to current program partners by remaining a vital point of contact.

This role requires outstanding organizational, communication, and leadership skills and an ability to develop and manage complex systems and drive innovation within a rapidly expanding organization.

This is a full-time position with a starting salary range of \$95,000 and full benefits (health, dental, eye) and unlimited PTO. The Director of Operations will work out of the main Maplewood, NJ and on location with program partners as needed. Some remote work is possible.

CORE DUTIES:

- Lead coordination and integration of efforts among all departments to ensure high quality internal and external relationships.
- Create and implement policies and procedures that will improve day-to-day operations and elevate issues where appropriate.
- Provide oversight for program operations at partner facilities and school campuses.
- Ensure that systems are in place to collect and secure data for program monitoring and evaluation.
- Design, plan, and execute SMA's presence at external conferences, community events, professional events, and identify other opportunities to engage the external community.
- Responsible for refining, presenting, negotiating, and executing program partnership agreements.
- Support logistics, planning, and budgeting for special projects and initiatives.
- Coordinate ongoing communication and information sharing with existing partnerships.
- Represent SMA as needed through virtual and in-person meetings with strategic partners or onsite at partners, special events, or conferences.
- Collect performance metrics and help shape and inform how data is presented in quarterly reports and board reports as needed.

- Ensure all work environments are adequate and safe.
- Routinely review, analyze, and evaluate all business processes.
- Other duties and assignments as necessary to support the efficiency of operations.

POSITION REQUIREMENTS

- Master's degree required.
- 7-10 years of experience directing operations for a company or organization in a related field.
- Exceptional relationship management skills.
- Ability to work with a diverse constituency.
- Experience developing, managing, refining systems and processes that maximize operational efficiency.
- Experience facilitating cross-departmental communications and developing exceptional stakeholder relationships.
- Experience negotiating contracts, agreements, and insurance, permits, compliance needs.
- Strong budget creation and management skills.
- Experience in the nonprofit sector and a track record of working closely with nonprofit executives and community leaders.
- Experience planning and managing fundraising events, conference, or meetings.
- Creative, adaptable, and entrepreneurial, with a bias for action.
- Ability to flourish in a fast-paced, sometimes ambiguous start-up environment under deadlines with minimal guidance.
- Strong writing skills.
- Demonstrated ability to complete detailed work timely and accurately.
- Strong analytical skills and experience with online analytics and trends.
- Ability to work flexible hours, including weekends as needed.
- Travel routinely required between program partner facilities and the central office.

ABOUT

StrongMinds America (SMA) is the US program branch of StrongMinds, an award-winning international organization widely recognized for its innovative approach to improving access to mental health care. Our program mission is to promote the mental health and emotional wellbeing of adolescents and young adults through advocacy, education, prevention, and intervention.

StrongMinds provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type regarding race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

TO APPLY

Please send a brief and thoughtful cover letter with your résumé to Susan Ryan at sryan@strongminds.org writing 'Director of Operations' in the cover line.