



Director of Operations- Service Delivery Job Description

Position Summary: The Acceleration Project (TAP), a non-profit organization dedicated to supporting under-resourced small businesses, is experiencing unprecedented growth. We are seeking a highly skilled individual to join us as the Director of Operations- Service Delivery. This individual will be an integral part of the Operations team and will report directly to the Chief Operating Officer. The Director of Operations is responsible for ensuring the operational efficiency and data integrity of all Service Delivery (SD) projects at TAP. This role plays a crucial part in the internal management and oversight of TAP's service delivery operations, with a particular focus on maintaining data integrity and operational efficiency across all projects. As a central figure in maintaining the internal systems and processes that support TAP's service delivery framework, this individual will collaborate closely with the Service Delivery and Technology teams. This collaboration involves implementing and managing project workflows, conducting data audits to ensure accuracy, following up with the appropriate individuals for any necessary corrections, and ensuring that all operational activities align with TAP's strategic objectives. The Director of Operations will ensure that backend processes robustly support effective service delivery, focusing on internal efficacy and compliance.

Responsibilities:

Data integrity for all Service Delivery (SD) projects (20% of time)

- Ensure data integrity for all SD projects across all formats.
- Build and make improvements (when appropriate) to intake forms, survey forms and ensure alignment with current forms so that information feeds and aggregates smoothly.
- Ensure connection with SF data when needed, or upload PDF/s.
- Ensure compliance with Monthly Key Report, create reports, communicate to DSDs and follow up with each one to complete/adjust information as appropriate.
- Monitor that demographic data is being uploaded and checked.
- Conduct month end audits of data to ensure compliance and implement data governance policies as appropriate. Follow up with Directors of Service Delivery and Directors of Talent.
- Work with VP of Development and Chief Growth Officer (CGO) to standardize client and impact data used in marketing, pitches, proposals and grants.
- Provide support to the leadership team by ensuring program data aligns with TAPs goals and objectives.

**Resource Management (20% of time):**

- Track project KPIs to ensure projects meeting milestones and offer process improvements when inefficiency issues are identified. Work with the Director of Technology to suggest and implement automations to improve processes.
- Track operational efficiency (i.e. Director of Service Delivery (DSD) Utilization/Cost per Project and other financial measures) to increase cost/servicing efficiency. Ensure alignment between COO and pricing for programs/projects with new data.
- Work with the Director of Talent and CPO to Identify consultant skills gaps and planning for capacity building to meet client pipeline needs.
- Maintain an updated and clear forecast of clients/services/consultants/expertise

Dashboard Management (20% time):

- Ensure all project and talent data feeds accurately into dashboards and reports
- Conduct monthly audit of dashboards for SD metrics: business served, demographics, feedback and impact dashboards to ensure accuracy.
- Augment dashboards with any new information that is appropriate and can be leveraged in business development and external relations (e.g. data from application related to Exiting and Credit readiness information).
- Work with the Director of Technology to create new reports within dashboards to ease data access for the Chief Program Officer and Leadership Team.
- Build Grant dashboard for grants that require tracking and progress updates.

Impact reporting: (20% of time):

- Run reports and update the SD project tracking/management sheet, including compliance with consultant and client surveys
- Follow up on 3/6/12 month check in email for each DSD and be proactive in identifying delays and troubleshooting solutions.
- Review Impact dashboards on a constant basis to ensure all information is captured, numbers are increasing and communicated to the team periodically.
- As SD moves towards more scalable formats, ensure 1 hr interventions impact are captured in the best way and propose improvements.
- Establish a framework for measuring longer term impact of service on client success.

Marketing (10% of time):

- Generate end-of-quarter SF report on all completed projects, distribute to DSDs to highlight top stories, and ensure inclusion of case study links - follow up until completion
- Serve as link between top stories documents and Marketing liaison to facilitate story writing, and accurate and empathic information sharing by involving consultants and assigned DSD.
- Work with the Director of Technology to ensure all case studies are uploaded to drive at the end of the quarter to keep the Consultant Toolbox up to date.



Other responsibilities (10% of time):

- Coordinate with Director of Finance and follow up monthly on all projects, to include appropriate funding opportunity and details about payment, terms, etc
- Upload MOUs to Docusign when new partnerships arise. Monitor and Track MOU's to ensure timely renewals.

Skills and Qualifications:

- Resourceful, self-motivated, and capable of working independently in a dynamic, fast-paced environment.
- Prior experience successfully delivering TAP advisory services
- Familiarity with TAP process, tools, and deliverables
- Proven ability to manage large sets of data with high accuracy.
- Strong analytical skills and proficiency in creating and managing dashboards.
- Experience with data governance and compliance procedures.
- Excellent organizational, attention to detail and project management skills.
- Comfortable across all business functional areas.
- Positive collaborator and team player.
- Strong written and oral communication skills
- Creative and open-minded and strong sense of integrity
- Demonstrate flexibility in adapting to changing job responsibilities and a willingness to upskill as needed to meet evolving organizational demands and challenges
- Proficient in Microsoft Office, especially Excel, and familiar with CRM systems like Salesforce.
- Actively participate in growing the TAP's donor base, reinforcing the collective responsibility of the entire team in achieving TAP's fundraising goals.

Requirements:

- Bachelor's Degree or equivalent from an accredited college/university
- MBA or other advanced degree a plus, but not required
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and willing to learn other tech platforms including Salesforce and Trello
- Able and willing to participate in occasional events outside traditional work hours
- Flexible with respect to hours and will respond to communications within 24 hours



Work Environment

TAP operates in a remote-first, hybrid work environment. Our staff predominantly work from home, with mandatory co-working days approximately four times per month in Westchester County for those in the Tri-State area. While we encourage additional in-person connections, attendance is mandatory only for these co-working days. As our work model continues to evolve, there may be occasional requirements for attending in-person events and meetings in the Tri-State area. Additionally, we expect all staff to be present at our bi-annual retreats, held up to twice a year.

Time Requirement

4 days/week, the equivalent of 32 hrs per week; candidates must be available for daily touchpoints.

Compensation

- Salary: \$52,000 per year (this is the prorated salary based on a 4 days/ week schedule (32 hours per week)). The full-time salary for this role is \$65,000 per year.
- Health and dental insurance
- Generous PTO

To apply: Please submit a resume (informal is acceptable), up to 3 professional references, and answer the following questions:

- Why are you interested in the position?
- Why are you a good fit for this role?
- Can you describe a time when you had to ensure data integrity and operational efficiency in a previous role? What challenges did you face and how did you overcome them?
- In your view, what are the key qualities of a successful Director of Operations- Service Delivery, especially in managing cross-functional teams and ensuring data integrity

Please send all materials to Devon Briger (devonb@theaccelerationproject.org)

Application Deadline is May 17, 2024

TAP is an equal opportunity employer with a strong commitment to diversity and inclusion. We prohibit discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, marital status, or any other legally protected status. Applications by members of all underrepresented groups are encouraged.