Director of Operations

New Orleans, LA

unCommon Construction (uCC) is a nonprofit that uses the build process to empower youth to lead the workforce after high school or college. Through our apprenticeship program, students from different high schools join a diverse team to earn hourly pay, school credit, and "Equity Award" scholarships for building a house from start to finish. Over the course of 100 hours after school and on weekends in a real-world learning environment, apprentices develop skills and relationships that last as long as the house they use to build them.

unCommon Construction is an Equal Opportunity Employer, committed to diversifying the construction industry and inspiring it to be more equitable, inclusive, and welcoming for the next generation of skilled leaders in it. unCommon Construction hires 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 with applicable federal, state and local laws. People who have been historically underrepresented or excluded from leadership and other positions in the construction industry, such as women and people of color, are strongly encouraged to apply.

POSITION SUMMARY

unCommon Construction is currently seeking a dynamic, highly organized, and responsible **Director of Operations.**

The Director of Operations will work closely with the Executive Director and other senior leaders to support uCC's day-to-day business operations in both a tactical and strategic capacity. This employee will focus on efficiency and compliance, ensuring all employees have the resources and equipment to be successful in their jobs, and that the company follows all applicable laws, regulations, and nonprofit best practices. The person in this role will be a dependable resource for other team members and someone to whom they turn when they need to overcome logistical challenges, understand and navigate complex processes, and traverse new territory in their roles. Successful candidates for this position will have significant past experience leading operations for growing nonprofits and educational organizations, are people who love to "figure it out," and have a personal connection to uCC's mission and vision for impact.

As a senior leader of the organization, the Director of Operations will strive to spend the majority of their working time in-person, whether that is in the uCC office, on a job site, attending community events and meetings, or otherwise engaging and being available in-person with team members and stakeholders. uCC operates six days a week, Monday through Saturday: This position will typically work Monday through Friday but will require schedule flexibility in order to be responsive to the organization's calendar of events as well as ad hoc opportunities and challenges that arise.

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We aim to fill this full-time position by August 2023 and are open to an earlier or modified start for the right candidate. This role is based in New Orleans and may involve travel to other locations as the organization expands.

PREFERRED SKILLS & EXPERIENCE

unCommon Construction is committed to cultivating a workplace environment built on a culture of growth, feedback, and continuous improvement. We believe that some or all of these skills and experiences would be helpful in this role, but are not 100% necessary from the beginning. All full-time team members have a personal professional development budget to support their ongoing growth and success.

- At least 10 years experience in an operations role, with significant experience working in a leadership role for education or community organizations.
- Comprehensive knowledge and understanding of nonprofit operations, including issues related to compliance, corporate governance structures, and procedures, fiduciary responsibilities, working with minors and volunteers, community engagement, and mission fulfillment.
- High level of proficiency with, or a demonstrated ability to quickly learn, software platforms such as Google Workplace, Microsoft Office, ProCore, Quickbooks, Salesforce, or similar tools for reporting and project management.
- Highly competent in reading, interpreting, utilizing, and making adjustments or recommendations to legal documents such as partnership agreements, contracts, corporate resolutions, etc.
- Ability to thrive by working independently and relentlessly toward a goal while prioritizing the organization's needs, mission, and values.
- Excellent communication skills, capable of synthesizing, evaluating, and explaining complex procedures, tasks, and ideas in ways that are easy to understand.
- Deeply held commitment and personal drive to effect positive change in the world through their professional work.

DAY-TO-DAY RESPONSIBILITIES

We believe that the below responsibilities are an accurate representation of what it will be like for this team member to fulfill this role. We also expect that the organization's needs will change and evolve as it grows and expands and that this role will play a critical role in navigating those imminent changes.

- Directing all aspects of Human Resources for a growing team operating in multiple locations.
    - Managing the hiring process for new employees, including posting positions, receiving applications, scheduling interviews, and coordinating with the new hire's supervisor to

extend offers.
    - Supporting new hires' enrollment through their onboarding experience, including their completion of employment paperwork, benefits selection and enrollment, participation in individual and company-wide training, and working with their supervisor to integrate their goals in routine performance review cycles.
    - Managing the semi-annual performance review cycle for all employees, including training of supervisors before reviews and synthesizing of data after.
    - Maintaining the Employee Handbook and providing training, guidance, and support to all employees as needed.
- Managing uCC's insurance portfolio and all associated policy audits for all current and new policies.
    - Developing and maintaining the relationship with uCC's insurance agents in each locality, ensuring compliance with all local regulations.
    - Managing coverage for all vehicles in uCC's fleet and all employee drivers in all locations.
    - Ensuring the collection of certificates of insurance from all necessary vendors and subcontractors.
    - Sourcing Builder's Risk, Vacant Property, and Flood insurance policies for all projects and owned assets in all locations.
    - Filing regular Worker's Compensation reports based on employee data and, in coordination with the Director of Finance, managing the annual Worker's Compensation Audit process.
- Managing uCC's data environment, including access, reporting, and cleanliness of data in Salesforce, Google, and related systems.
    - Creating and maintaining new systems for data collection, organization, and reporting to the purposes of demonstrating programmatic impact, reporting to funders and stakeholders, and internal evaluation.
    - Training employees on and providing accountability for data collection and reporting as it relates to their role and responsibilities.
- Updating, managing, implementing, improving, and ensuring compliance with uCC's official policies and standard operating procedures.
- Collaborating with the Director of Finance to ensure comprehensive record-keeping and reporting.
    - Assisting with annual processes including budget development, audit preparation, and tax filings.
    - Supporting all staff in acting in compliance with uCC Fiscal Policies and Procedures.
- Providing Project Management support for the Executive Director as the company develops a new facility presence and expands program opportunities in New Orleans.
    - Engaging with board members, general contractors, architects, vendors, suppliers, and other stakeholders necessary to execute the successful renovation of a 5,000-square-foot headquarters.
    - Ongoing operations and maintenance for the facility's use, including coordinating

schedules, ordering and maintaining an inventory of office and program materials, engaging short- and/or long-term tenants, and other related needs as they arise.

- Participating in strategic planning as the organization proceeds through extensive expansion.
    - Acting as a leader and liaison with various consultants and stakeholders to learn, adapt, and adopt best practices for growth.
    - Implementing and integrating strategies into the organization's existing operations.
- Other duties as assigned.

WORK ENVIRONMENT

unCommon Construction currently maintains a small office for team meetings, independent work, storage, vehicle parking, and space for limited pre-fabrication. This position involves regularly reporting in person to either uCC's office or another designated location to meet with colleagues and/or partners as needed.

- This job requires occasionally spending significant time in low- and high-temperature, wet, noisy, or otherwise uncomfortable situations.
- While performing the duties of this job the employee may be required to sit, walk, stand, talk, and hear.
- The employee may be asked to lift heavy loads and traverse uneven surfaces.
- This job involves the need to adapt to and change location between multiple work environments, each with unique safety, attire, and other expectations.

SALARY AND COMPENSATION

unCommon Construction values people who, in turn, create value for our community. As a nonprofit relying in-part on the financial support of our donors and funders, we strive to live our values as a company that cares for its employees by compensating them fairly and generously.

The compensation range for a full-time Director of Operations is $70,000 - $90,000 per year, and the starting salary will be determined by the Hiring Team with consideration given to each candidate's prior experience and qualifications. This role will be eligible to receive performance-based incentives, a 5% company match of 401k contributions, and will have opportunities to enroll in employer-subsidized health benefits among others benefits.

HIRING PROCESS

The hiring process for this position is designed to help us get to know each candidate, understand and assess their various skills and experiences, and provide them with an opportunity to learn more about unCommon Construction as an organization. It's our hope that the activities are representative of the

type of work involved in this position and capable of being easily completed by qualified applicants within the suggested timeframe.

1. **Online Application:** Click here to download a PDF of the full application. When you are ready to apply, submit completed applications via this form here.
2. **Phone Interview & Submission of Prior Work Sample:** If selected to continue the process, participate in a 45-60 minute conversation with the Hiring Team. You will be asked to provide an example of prior work completed before this conversation and be prepared to discuss this document during this interview.
3. **Invitation to in-person interview:** If selected to continue the process, you will be invited to meet in person with members of the New Orleans team in order to help our team get to know you a little better, to get a sense of how your past experience might translate to this role, and to give you an opportunity to experience aspects of our organization as they are happening in real-time.
4. **Reference Checks (3):** The Executive Director will contact three of your professional references.

To learn more about unCommon Construction or to apply for this position, please visit https://www.uncommonconstruction.org/careers.