

## Girls Educational & Mentoring Service (GEMS)

Girls Educational & Mentoring Services (GEMS) is a 501 (c)(3) non-profit organization whose mission is to empower girls and young women, ages 12–29, who have experienced commercial sexual exploitation and domestic trafficking to exit the commercial sex industry and develop to their full potential. GEMS' is the only nonprofit organization in New York State to provide specialized services to young women and girls who have experienced commercial sexual exploitation with counseling, crisis housing, life skills training, job training and health care with consistent support and viable opportunities for positive change.

**Position Summary:** GEMS is seeking a dynamic and talented individual to step into the newly created Director of Operations position at the agency. The Director of Operations' primary duties will be to manage and support daily operations and administration, and to act as a strategic thought partner with the CEO during a time of significant organizational growth and development. Responsible for collaborating with the CEO to actively promote the mission of the organization externally and to maximize the potential impact of key partnerships and opportunities, the Director of Operations will focus on office management, human resources, technology, performance management and program site needs. With guidance from the CEO, the Director of Operations will work collaboratively with the senior management team, which includes a CEO and a CFO to develop and implement effective systems in fundraising, finance and operations, program, and external relations. In keeping with the mission of the organization, the Director of Operations will interact with girls and young women in GEMS' programs, participate in creating and sustaining an empowering environment and will serve as a leader in the effort to foster a community of compassion and support among members and staff.

**Title: Director of Operations**

**Salary: \$95,000 commensurate with experience**

**Role Concentration: Operations & Nonprofit Management**

**Job Type: Full time | Hybrid**

**Shift: Monday – Friday**

**Key Tasks and Responsibilities:** This statement of duties is for purpose of identifying this position, but **it is not limited to:**

### Fund Development

- Work collaboratively with the Development Department, Program Director, CFO and CEO to ensure open communication between development, program, and finance functions to ensure the overall alignment of organizational needs and the development and management of funding opportunities
- Support management of key funder relationships
- Facilitate and ensure strategic reporting to the CEO, the senior management team, and the Board of Directors to inform critical decisions and strategic planning
- Supervises the monitoring of all contracts – public and private -- to ensure compliance with fiscal and programmatic reporting.
- Works with Development and Program departments to ensure that fiscal requirements for grants and contracts are identified, realized and monitored.
- Assists the Development staff in the preparation of periodic reports to private funding sources.

### Board Relations

- The Director of Operations will work closely with the CEO to be the primary staff contact with the Board of Directors
- The Director of Operations will be responsible for planning Board meetings, maintaining the Board binder

### Financial & Operational Management

- With CEO and CFO, monitor financial health and cash flow of the organization, developing and implementing strategies to enhance sustainability and growth
- Supervise the Contracts Manager to ensure accurate, efficient, and timely completion of financial reports and documents for contracts and funders
- Support for the program office including effective crisis management

### Additional Qualifications:

- At least 7 years of experience leading multiple departments in an entrepreneurial nonprofit environment including fiscal responsibility (accounting, budget, cash management, reporting, compliance), fundraising, operations, and staff management, with at least 3-5 years at management level
- Demonstrated commitment to the mission of the organization; direct experience working with survivors of sex trafficking preferred
- Exceptional interpersonal skills, strong professional judgment, flexibility, resourcefulness and the ability to respond to crisis with compassion and clarity

- Successful record of people management with the ability to motivate others to adopt effective practices
- Excellent project management experience with strong organizational and time management skills and the ability to juggle multiple priorities in an active environment
- Professional written and verbal communication skills and the ability to represent the organization effectively in front of multiple audiences
- Proficiency with Microsoft Office applications especially Word, Excel, Outlook, and databases
- Experience with strategic planning and implementation
- Master's degree or equivalent experience required
- A high degree of competency with technology and software applications, including Microsoft Office products (advanced Microsoft Excel). Experience with Fund EZ preferred

**GEMS Core Values:**

- Developmentally Grounded
- Trauma Informed
- Culturally Competent
- Gender Responsive
- Strengths Based
- Social Justice Oriented

**GEMS Principles:**

- Survivor Leadership
- Transformative Relationship