

## **JOB DESCRIPTION**

**TITLE:** Director of Operations

**LOCATION:** San Francisco

**DATE:** October 2024

**CENTERS:** Asia Society Northern California / Asia Society Seattle

**REPORTS TO:** Executive Director

### **PURPOSE:**

The Director of Operations will oversee and manage Operations & Finance of both the Asia Society Northern California Center and the newly established Asia Society Seattle Center. The Operations Director will manage the daily workings of the organization to ensure quality, excellence, transparency and efficiency.

A qualified candidate will have non-profit expertise, a deep understanding of operations and finance, excellent analytical and organizational skills, thrive in a fast-paced environment, proficiency with CRM platforms, effective communication skills, and a strong proven proficiency of non-profit operational management.

### **RESPONSIBILITIES:**

- Oversee & Manage Operations & Finance of both Centers
- Ensure full transparency of the organization's operations and financial performance
- Provide strategic operational recommendations to the Executive Director
- Work with and support various Board Committees
- Oversee operations including Standard Operating Procedures and keep them updated for both Centers to ensure timely and efficient workflow
- Oversee recruiting new hires, and the onboarding and off-boarding process for staff
- Oversee seasonal intern recruiting, onboarding and off-boarding
- Process bi-weekly payroll via ADP and ensure accuracy of employee data within payroll system
- Track Insurance policies and renewals
- Review contracts for venues, vendors and contractors
- Manage IT including systems and procedures for our platforms Salesforce & ACME
- Oversee Office Management of both Centers, including security protocols
- Work with team on overall expansion to keep pace with growth in Northern California & Seattle
- Other duties as assigned

## **QUALIFICATIONS:**

- Bachelor's and master's degree in related field preferred
- 7-9 years work experience, in a non-profit setting preferred
- Passion for Asia Society's global mission
- Experience in nonprofit operational management, including finance and institution-building
- Superior organizational skills and drive with ability to handle multiple tasks, including experience in project management and setting and adhering to deadlines
- Non-profit management & operations knowledge
- Proficiency with platforms: ADP, Salesforce, ACME, QuickBooks Online, Outlook, Drupal, Zoom
- Strong ability to plan, multi-task, maintain high organizational standards, work with attention to detail, problem solve and work in daily collaboration, sometimes across time zones, with evolving priorities with growing Centers
- Ability to communicate and work well with all levels of staff, vendors, members, donors, community partners and others is a must
- Desire to thrive in a can-do team environment that takes pride in the organization's mission, commitment to integrity, willingness to innovate, and an overall enthusiasm for our organization

## **COMPETENCIES:**

### **Leadership:**

- Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals
- Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals
- Effective problem-solving skills, with a solutions-based approach, high emotional intelligence, and superior interpersonal skills

### **Professional and Results-Oriented:**

- Highly organized and a self-starter, with strong attention to detail and an entrepreneurial spirit
- Seeks to consistently produce results that achieve goals and objectives
- Conscientious and efficient in meeting commitments and observing deadlines
- Able to work independently with minimum supervision
- Good judgment, tact and discretion
- Ability to translate ideas into action
- Good ambassador for Asia Society, with current knowledge about the organization locally and globally

**Collaboration and Teamwork:**

- Excellent skills in communicating with people from different cultures, backgrounds, and across time zones
- Actively follows best practices in nonprofit operations & finance and is highly collaborative, organized, adaptable and team-oriented
- Works with others towards common purposes to achieve shared goals by developing and maintaining responsive, cooperative and mutually beneficial internal and external relationships
- Acts as a global facilitator to have conversations, exchange ideas and build understanding

**Innovation:**

- Identifies new, creative and efficient ways of doing something or solving a problem that improves, changes and results in value to the organization and constituencies (could be through technology or introducing new ways of thinking)
- Uses technology for impact, reach and efficiency, such as through social media, databases, etc

**Technical Expertise:**

- Professional competencies in the related field of work
- Recognizes trends in theory and practice of one's own technical area and effectively prepares for anticipated changes
- Experience in Salesforce and the ACME membership and events platforms highly desirable, and the use of custom web forms, fundraising, and membership tools is a plus. Strong computer skills (MS Word, MS Excel) are required
- Willingness and high adaptability to evolving new technologies

This is a full-time position. The Center offers a very competitive salary, as well as a comprehensive benefits package which is summarized [here](#).

How to Apply:

Please email your cover letter, resume, and salary requirements to [asncc@asiasociety.org](mailto:asncc@asiasociety.org)  
Indicate job title in the subject line. No phone calls please.

Asia Society Northern California is an Equal Employment Opportunity Employer.