



Director of Operations

Grounded Solutions Network

Washington, D.C. (Hybrid to Full In-Office)

Salary: \$100,000 - \$140,000

BACKGROUND

About Us

Grounded Solutions Network is a national affordable housing focused nonprofit dedicated to shaping communities to be equitable, inclusive and filled with opportunity for all. Where we live matters. Housing determines what opportunities we have and how our kids grow up. Everyone should be able to live in a place that offers opportunity: access to jobs, parks, public transit, quality schools and stable homes. Strong and inclusive communities provide the foundation that people and families need to thrive, both in the present and for future generations.

As a national membership organization, we support nonprofit and government practitioners, community resident leaders, advocates, elected officials, and other housing professionals with the tools, resources and knowledge they need for success. We promote the creation and preservation of quality housing that remains affordable for generations. Our work specifically targets creating and expanding housing with lasting affordability, using a racial equity lens.

Grounded Solutions Network is committed to fostering an organizational culture rooted in critical thinking and consciousness about race and class. We seek candidates who are dedicated to achieving racial equity as both a process and outcome. We are committed to building a staff team that is as racially and culturally diverse as the communities that we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The Position

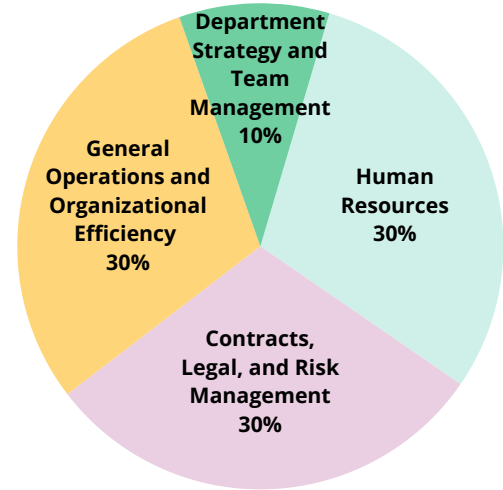
Grounded Solutions Network is looking for a Director of Operations who shares a commitment to our mission and can help the organization grow and thrive. This is a key leadership role responsible for overseeing and optimizing the resources, infrastructure, and systems needed to support strategic objectives. The Director will be responsible for managing an internal team and consultants to support the following areas: human resources, compliance, contracts, risk management, legal administration, and organization-wide systems and processes. The Director will serve as a thought partner to Executive Leadership and other departments, helping develop solutions that are aligned with organizational objectives. Please note that ongoing financial management is not part of the Director of Operations' responsibilities; the organization is concurrently hiring a Director of Finance, who will be responsible for financial oversight. Grounded Solutions currently has an operating budget of \$8.5M and 36 FTE.

The ideal candidate should possess an understanding of how to help organizations function smoothly in remote and hybrid environments, a commitment to fairness, consistency, and compliance, and a collaborative mindset to foster effective cross-functional partnerships within the organization. They are committed to racial equity and helping the organization advance this goal throughout its work. They are responsible for helping to foster connectivity, develop organizational culture, actively participate in or lead team and employee meetings, retreats, or initiatives, help create opportunities to improve efficiencies, and encourage creativity, innovation, collaboration, and problem solving throughout the organization.

BACKGROUND

Human Resources (30%)

- Oversee and direct HR Principal in administering the day-to-day operations of HR, including recruiting, hiring, onboarding, performance management, staff training, and professional development.
- Develop, update, and implement organizational HR policies and procedures, as needed.
- Oversee and ensure HR strategies are in alignment with organizational goals, strategic plan, and programmatic needs.
- Foster an organizational culture that helps staff feel connected and inspired and promotes staff retention and well-being.
- Provide training, guidance, and thought partnership to People Managers and establish critical management guidelines within the organization.
- Stay informed on key compliance requirements of local, state, and federal laws, in partnership with PEO.



Contracts, Legal, and Risk Management (30%)

- Oversee, improve, and manage systems for contract administration.
- Oversee contract terms and conditions implementation, and, in partnership with Finance, tracking and payment of invoices for both fee-for-service and vendor contracts.
- Oversee risk management, compliance, and entity registrations for Grounded Solutions Network and its LLCs.
- Identify areas of potential risk to the organization and retain legal counsel as needed.
- Review legal contracts to identify potential risks and liaise with attorneys, vendors, and clients to negotiate final agreements.
- Oversee and ensure compliance with all legal, regulatory, and funding requirements.

General Operations and Organizational Efficiency (30%)

- Oversee and direct staff in administering day-to-day operations and managing the organization's offices.
- Establish systems to support staff carrying out business development activities; support fee-for-service proposal development.
- Ensure that operational and administrative infrastructure and resources are in place to support the organization's evolving programmatic and operational needs.
- Remain up to date on best practices in nonprofit operations and business systems.
- Establish metrics, guidelines, and standards by which the organization's efficiency and effectiveness can be evaluated and identify opportunities for system and process improvement.
- Partner with Executive Leadership and department heads to ensure there is alignment between infrastructure and resource allocation and organizational and programmatic priorities.
- Work with COO on key internal initiatives in alignment with strategic plan.

ROLE OVERVIEW (cont.)

Department Strategy and Team Management (10%)

- Oversee departmental strategic planning, including Operations department's overall budget and team goals.
- Mentor and manage HR Principal, Senior Operations Specialist, and Executive Administrative Assistant
- Act as thought partner and connector among members of the People Manager and Executive Leadership Teams to enhance collaboration and support.
- Be a thoughtful leader and participant across all organizational events, including staff retreats and conferences.

THE IDEAL CANDIDATE

Qualifications for Entry into this Position

- 8+ years of experience in operations, human resources or organizational development, including at least 2 years in a leadership role with both strategic and hands-on responsibilities.
- Experience with contracts, legal compliance, and risk management.
- Experience in building or improving operations infrastructure.
- Demonstrated ability to manage a team and foster professional development across the organization.
- Excellent verbal and written communicator with experience presenting key data and insights to leadership, boards, and, external stakeholders.
- Strategic thinker: Success seeing beyond the numbers, identifying trends and new possibilities.
- Excellent interpersonal and team skills, collegial, able to promote growth in others.
- Resourcefulness and good judgment.
- Ability to multi-task while maintaining vigilant attention to details.
- Commitment to ethical leadership and decision making
- Technologically savvy, with experience implementing technology solutions a plus.

COMPENSATION AND BENEFITS

Starting Salary Range

\$100,000 to \$140,000 annually, commensurate with experience.

Benefits

Competitive, comprehensive benefits package including health, dental, matching 401k and paid time off. Supportive, stimulating and collaborative environment with passionate colleagues dedicated to building community, equity and justice. Opportunities for professional growth and development.

TRAVEL AND LOCATION

Travel Required

Up to 4 trips per year of out-of-state domestic trips, as needed to attend conferences and company meetings.

Location

This role will be based in Grounded Solutions' Washington DC headquarters. The selected employees will need to reside in the DMV area. Currently, the organization is employing a mix of 100% remote and hybrid office policies.

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[Submit an application](#)