



**JOB ANNOUNCEMENT  
DIRECTOR OF OPERATIONS  
(PHOENIX OR TUCSON OFFICE)**

The Florence Immigrant and Refugee Rights Project ([www.firrp.org](http://www.firrp.org)) is the only non-profit organization providing free legal and social services to the approximately 5,000 men, women, and unaccompanied children detained in Arizona on any given day for immigration removal proceedings. The Project was founded in 1989 and is currently based in Florence, Phoenix, and Tucson. The Project is nationally known for providing high quality legal services and supports initiatives for national change in immigration law and policy.

**Director of Operations Position**

The Florence Project seeks a Director of Operations to lead and manage its internal, day-to-day operations and strengthen our equitable and inclusive workplace. The ideal candidate is a highly qualified manager with solid experience in finance, operations, and human resources. We are looking for a leader who has a proven track record of implementing systems to increase internal communications and support our growing, diverse staff based in three offices across the state. We seek a candidate who will help the organization ensure a supportive culture of accountability, creativity, and collaboration. The Director of Operations will work closely with the Executive Director and senior leadership team on strategic initiatives to ensure our mission and vision are being implemented and that staff feel supported. The organization has experienced tremendous growth over the past five years, and we are looking for a collaborative leader to help manage growth. This is a new, permanent position that can be based in either our Phoenix or Tucson office, with approximately once-a-week travel between offices.

**Responsibilities:**

**Operations:**

- Ensure the day-to-day operations of the Project's offices in Florence, Phoenix, and Tucson, including supervision of the operations team;
- Identify best practices and improve internal systems;
- Oversee office operations including office moves, beautification initiatives, and purchasing equipment and furniture;
- Supervise information technology (IT) providers to ensure reliable and efficient use of computers and videoconferencing equipment;
- Manage office product accounts and renewals;
- Regularly assess office needs, with support from operations team, related to communications, IT, furniture and equipment, and other products. Remain on budget, track usage accordingly, maintain approved vendor list, and develop training or guidelines for new products or initiatives;
- Oversee the organization's insurance renewals, including general liability, malpractice, and workers compensation;
- Maintain appropriate filings to ensure compliance with federal and state requirements;
- Oversee coordination of all staff meetings, management team meetings, leadership team meetings, events, and trainings, with support from operations team;
- Ensure that Legal Server database is being managed effectively (with support from staff) and proper training is obtained and carried out.

**Human Resources:**

- Manage the recruitment, hiring, orientation, and onboarding process for all positions in partnership with the Senior Leadership Team and Human Resources Manager;
- Handle all staff personnel issues in conjunction with the Human Resources Manager keeping the Executive Director apprised;
- Develop and oversee systems for staff performance evaluation, feedback, and compensation to ensure adequate development, retention, and career progression and conduct periodic salary reviews, in coordination with the Human Resources Manager and the Board Personnel Committee;
- Lead organizational efforts to ensure a race and gender equity culture, including policies and trainings;
- Provide support to the senior leadership team such as agenda setting and convening meetings;
- Ensure that the employee personnel manual is regularly updated and that staff feedback is assessed regarding benefits, trainings, and organizational culture needs, in conjunction with the Human Resources Manager and Board Personnel Committee;
- Lead the organization's efforts to create a values statement and organizational culture code, and ensure that organizational practices adhere to our values and culture;
- Lead the organization's efforts to create efficient systems that support internal communications, trust, and accountability among a growing, diverse staff based in three offices throughout the state;
- Oversee the development and updating of staff onboarding, orientation, and off-boarding, including personnel files, with the human resources team;
- Oversee staff training/development programs;
- Oversee creation and implementation of annual goal setting process for staff;
- As part of the leadership team, participate in strategic planning initiatives and assessment.

**Financial Management:**

- Review and approve bimonthly and annual financial reporting materials and metrics for the Board of Directors;
- Oversee and create budgeting, financial forecasting, and cash flow for administration and programs, in coordination with the Accounting Manager;
- Oversee budgets for grant applications, in coordination with the Accounting Manager and Director of Philanthropy, including grant and contract renewals;
- Oversee all financial reporting for grants and contracts, in coordination with the Accounting Manager;
- Oversee all audit activities;
- Staff the Board of Director's finance committee with assistance from the Accounting Manager, in coordination with the Executive Director;
- Verify and approve payroll prepared by Accounting Manager;
- Act as a check signer and approve bill payment;
- Oversee reconciliation of cash, credit cards, and accounts.

**Leadership, Strategy, and Vision:**

- Mentor and develop staff using a supportive and collaborative approach to performance, including assigning accountabilities, setting objectives, establishing priorities, and monitoring and evaluating results;
- Assist the Executive Director with ensuring that the organization is adhering to its strategic plan;

**Primary Relationships:**

This position reports to the Executive Director and serves as a part of the senior leadership team. The position currently supervises operations staff including the Human Resources Manager, Accounting Manager, Office Coordinators, and Receptionists.

- Within the agency, the position has primary relationships with the financial operation, human resources operation, senior management staff, and program staff.
- Outside the agency, the position coordinates primarily with the governing board and relevant outside contractors.
- As a member of the senior leadership team, this is a high-stress position that helps set the direction and ensures the organizational health of the institution.

## **Qualifications:**

- Bachelor's degree or comparable experience required (MA/MBA preferred) in business, management, finance, or human resources, or ten years related experience;
- Demonstrated experience in financial management, accounting, human resources, operations, and/or as a chief operating officer;
- Demonstrated management experience and the ability to lead and motivate a diverse group of staff in a busy, fast-paced environment. Experience as management within an organization through significant growth and change is a plus;
- A commitment to race and gender equity and inclusion, and a personal approach that values the individual and respects differences of race, ethnicity, age, gender, sexual orientation, religion, ability, socioeconomic circumstances, and family responsibilities, and able to work with diverse individuals within the organization;
- High levels of organizational and administrative skills, superior attention to detail, and innovative thinking;
- Flexible and adaptive work style with the ability to thrive in a growing, mission-driven environment;
- High levels of professional effectiveness, collaboration, integrity, optimism, and energy;
- Outstanding verbal and written communication skills;
- Able to juggle multiple tasks, show initiative, and solve problems creatively; excellent time management skills;
- Highly organized with strong attention to detail, able to complete tasks independently and as part of a team;
- Excellent computer skills, including proficiency with accounting or financial management software, Microsoft Office, and QuickBooks, and the ability to learn new programs;
- Strong commitment to FIRRP's mission and a commitment to values of human rights, immigrant rights, dignity, and/or justice. Background in social justice or immigrant/refugee rights movements or organizations is a plus;
- Ability to travel regularly, especially between offices in Florence, Phoenix, and Tucson;
- Advanced proficiency in written and spoken Spanish is preferred.

## **Salary and Benefits:**

This is a full-time, salaried, exempt position. We offer a competitive salary with public interest salaries in Arizona, commensurate with experience. The Florence Project strives to create and uphold a positive, supportive, and inclusive work environment for staff. We offer excellent benefits, including medical, dental, vision, and life insurance, with full premiums paid by the Florence Project. We also provide mileage reimbursement for travel between offices and places of work. After one year of employment, staff members are eligible for the employer matching retirement plan. Paid time off includes one personal day each month in addition to fifteen days of vacation and twelve days of sick/medical leave annually, six weeks paid maternity-paternity leave (up to twelve weeks total, with option to use personal, vacation, and sick paid time off for unpaid portion), and bereavement leave. The Florence Project observes all federal holidays. After three consecutive years of employment, staff members are eligible for an eight week paid sabbatical.

## **Application Process**

This is an immediate opening. To apply, please email a resume, letter of interest, and three professional references to [jobs@firrp.org](mailto:jobs@firrp.org). The Florence Project recognizes the value of diversity in the workplace and strongly encourages applications from people of color, LGBTQ individuals, persons with disabilities, and members of under- represented or disadvantaged communities. Applications will be considered on a rolling basis, and we encourage applicants to apply as soon as possible. Only those selected for an interview will be contacted.

*This job announcement is for informational purposes only, and is subject to change and modification without notice. This job announcement includes a non-exhaustive list of responsibilities, qualifications and requirements of the position, but does not include the essential job functions of the position.*