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Operations Director

Lima, NY, United States | Full Time

The Operations Director serves as a cornerstone for leading the Ugandan Water Project's day-to-day operations. This in-the-trenches leader directs staff in follow-up and follow-through to effectively implement the mission of the organization. Working as the primary Integrator for the CEO's vision, the OD thrives on coordinating flow between departments of the organization to ensure all of the trains run on time. This position reports to the CEO and manages all U.S. based staff.

About the Ugandan Water Project

The Ugandan Water Project exists to see Uganda liberated from the bondage of waterborne disease and poverty. We leverage the transformative power of clean water to empower Ugandans using our synergistic, three-tiered approach:

Building infrastructure that relieves immediate water insecurity **today**,
Developing sustainable water enterprises that keep clean water flowing **tomorrow**,
Supporting the establishment of national systems that will ensure safe water flows **forever**.

In collaboration with government, NGO partners, and the private sector, the Ugandan Water Project blends philanthropy, market-based approaches, and advocacy to catalyze innovation and rapidly respond to evolving needs in Uganda's water sector.

You're a Great Fit If:

- You have experience in successfully **working alongside** a team of diverse, committed individuals
- You have a **passion** for transforming lives through Water, Sanitation, and Hygiene
- You're a **self-starter** and committed to the **greater good** ("batteries included")
- You **drive for results**, bottom line oriented & steadfastly challenges self & others for results
- You are a **process driven leader** who systemizes and gets the most out of resources
- You enjoy navigating **unforeseen challenges** and **working through ambiguity**
- You're an out of the box **creative thinker** who **thrives on innovation** to ensure mission success
- You're only **satisfied when the job is completely finished**
- You're **generous** with your time and enjoy **flexibility**
- You're an exceptional **team player** with a **great work ethic**
- You have an unshakable thirst to be at the heart of **social change**
- You have an unwavering **attention to detail** and **high levels of organization**
- You know how to effectively **Integrate** in partnership with a **Visionary** CEO who is an **Enneagram 8w7 / ENTP**

Key Responsibilities

Executive Leadership

- Manage, guide and mentor Ugandan Water Project's US-based team.
- Establish and monitor staff performance goals, objectives, key performance indicators and accountability.
- Conduct periodic performance reviews and regularly address any performance gaps.
- Oversee semi-monthly payroll.
- Oversee the organization's project list and ensure projects are completed in a timely manner.
- Lead hiring efforts on the US side, and collaborate with Ugandan leadership on hiring efforts as needed.
- Maintain personnel files of all employees per state and federal guidelines.
- Work with the CEO to develop and plan for periodic retreats and training programs as needed to develop capacity of all staff.
- Coordinate annual payroll compliance insurance and benefits renewal with brokers.

Financial Oversight

- Steward resources according to organization-wide budgeting, including the annual development and implementation of budgets, monitor progress indicators, report variances, and present operational metrics both internally and externally.
- Oversee preparation of the 990 tax return, in collaboration with UWP's CPA and the Finance Director; and manage state regulatory filings.
- Coordinate and oversee annual financial audit or review.
- Responsible for internal control policies and procedures related to accounting and financial matters.

Office Operations

- Ensure development of internal systems, processes and policies necessary to support and sustain organizational capacity.
- Oversee technology to ensure effective operations internally and externally.
- Oversee organization insurance policies.
- Oversee office lease and other occupancy needs.

Program Evaluation

- Partner with the CEO and other management and board members on all operational and strategic issues as necessary. Coordinate with Finance Director to provide financial analysis and projections, cost identification and revenue/expense analysis.
- Partner with organization leadership to align financial management with short and long-term program goals, metrics, and individual accountabilities.

Other Duties as Assigned

Success Criteria

1. Effectively “gets things done” by consistently hitting strategic goals and objectives, set by you and others, and pushing yourself and UWP’s staff to achieve stretch goals.
2. Manage Ugandan Water Project’s vision and mission to motivate staff and stakeholders to achieve desired results that reflect UWP’s five core values.
3. Produce competent work deliverables for the CEO and Board to achieve desired mission results.
4. Effectively manage and develop high performing, engaged staff.

Required Skills and Experience

- Bachelor’s degree in business administration, accounting, finance, other relevant degree or substantial equivalent experience.
- Entrepreneurial mindset focused on innovation, creative solutions, converting ideas into successful outcomes.
- Operationally savvy, able to navigate complex relationships, overcoming challenges for the maximum benefit.
- Experience building systems, processes, and staff to profitably scale the organization.
- Financial fluency gained through direct financial and accounting management/oversight.
- Effective leader and developer of highly engaged and productive staff.
- Extremely articulate, possessing superior English written and oral communication skills.
- Experience or aptitude for the construction and engineering elements of UWP’s work.
- Previous international travel experience and cross-cultural work.
- Willing to travel to Uganda to understand UWP’s full operation.
- Familiarity with standard office software (MS Office & Google Docs) CRM (Salesforce), project management software.

Location

This fully office-based opportunity is for those located in (or willing to relocate to) the Rochester area only. At this time, we are only considering candidates who are eligible to work in the United States without the need of company sponsorship now or in the future.

Contact

Express your passionate interest in joining our team by emailing james@ugandanwaterproject.com. Use the subject line: I’m the perfect Operations Director! Please include a current résumé or CV as well as any relevant links to online materials.