



POSITION: Senior Director of Operations

DEPARTMENT: Executive Department

PAY RATE: \$70,000 - \$75,000

JOB SUMMARY: The Senior Director of Operations will lead YWCA Greater Pittsburgh’s operations team to provide critical backbone services and build its infrastructure for sustainable expansion. The candidate oversees departmental operations, including Human Resources, Building Services, and Management Information Services. The Senior Director of Operations will update and regularly review policies and procedures aligned with industry best practices and ensure that policies are consistent and effective. The candidate will have a significant leadership role in planning, prioritizing, executing, and assessing structural and organizational change. The candidate will serve as a strategic thought partner to ensure YWCA Greater Pittsburgh has the systems and procedures in place to support its vision and mission. The Senior Director of Operations is a member of the Senior Leadership Team.

MINIMUM QUALIFICATIONS: This position requires progressive management and leadership experience to lead cross-department projects and teams and manage multiple operational functions. The preferred candidate will possess a Bachelor’s degree with a background in nonprofit or human services. Experience applying a diversity, equity, and inclusion lens to all people, processes, and business operations is an asset.

ESSENTIAL JOB FUNCTIONS:

Strategy and Vision: Contribute to developing the organization’s strategic goals and objectives and ensuring adherence to the strategic plan. Collaborate with other departments to carry out the organization’s goals and objectives. Assess existing operations and develop a strategic vision for process improvement and communicate the strategic direction for operations to all involved departments. Implement effective change management strategies to ensure staff buy-in and cohesion to achieve measurable improvements in organizational operations.

Team Development and Leadership: Oversee, direct, and organize the work of the operations team. Promote a culture of high performance and continuous quality improvement which values learning and a commitment to quality. Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals. Develop

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Linda Broman, Human Resources Director at lbroman@ywcaphg.org**

and sustain ongoing working relationships and effective collaboration across the organization and with constituents outside of the organization (e.g., vendors, partners, and volunteers). Foster an environment which emphasizes and values the sharing of knowledge across program and administrative groupings.

Operations: Ensure operational priorities are well-defined and translated into executable and measurable plans. Identify and build a technology infrastructure necessary to ensure high organizational efficiency and effectiveness as the organization continues to grow. This includes implementing internal knowledge management tools and systems and technology needed to support blended office models. Oversee all aspects of financial management for the operations team, including budget development and monitoring, preparation of financial reports, and reporting to the CEO and funders. Develop business plans for operations projects using project management practices to ensure projects are completed on time and within budget. Select and manage vendor services and participate in vendor negotiations to ensure product/service relevance and cost-efficiency. Act as a strategic partner to all leadership team members and provide insightful, innovative thinking and problem solving on critical operations issues impacting Human Resources, Building Services, and Management Information Services.

ABOUT YWCA GREATER PITTSBURGH:

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

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