



## **BIA Director of Operations**

**Reports to:** BIA Board President & Commissioners

**Hours and Location:** Full-time; 40 hours per week. Work must be completed on-site at the BIA's Arts & Wellness Center (3900 General Taylor Street), with some flexibility for remote work.

**Compensation:** The starting annual salary is \$50,000. This position is eligible for full healthcare benefits, four weeks of paid time off, in addition to other benefits described in the BIA Employee Manual. Performance bonuses will be offered for reaching pre-established fundraising goals.

**Position Description:** Reporting to the Board of Commissioners, the BIA Director of Operations, in collaboration with the BIA Director of Programs, will lead a dedicated team to ensure that the BIA's programs and services align with the organization's strategic goals. This role involves managing the operating budget, facilitating fund development, overseeing facilities, and growing the rental program. The Director of Operations will work with Broadmoor residents and community partners to address emergent needs in the neighborhood and fulfill the BIA's mission of enhancing the quality of life and promoting health and wellness in the Broadmoor neighborhood.

### **Co-Directorship Shared Responsibilities**

- Manage and support the BIA team
- Conduct bi-annual performance reviews of all staff members, identifying opportunities for growth and professional development as appropriate.
- Represent the organization in a variety of settings, including neighborhood meetings, city-wide events and meetings, and stakeholder meetings and gatherings.
- In collaboration with the Board President and Co-Director, cultivate an active and engaged Board of Commissioners that is representative of the Broadmoor neighborhood and supportive of the organization's work.
- Facilitate monthly board meetings, providing key programmatic and organizational updates to inform the board's work.
- Support the formation and organization of neighborhood committees focused on the organization's strategic priorities.
- In collaboration with BIA staff, evaluate the success of current programs and initiatives in achieving the strategic goals outlined in the strategic plan, making adjustments to current programs and creating new initiatives as necessary.
- Establish new partnerships and maintain existing relationships with non-profit and community-based organizations in order to expand the resources available to Broadmoor residents.
- Responsibilities of both Directors include disaster response and post-emergency management, facilitating the distribution of food and supplies, opening up basic services, and ensuring effective communication.

### **Director of Operations Core Responsibilities**

#### **Finances / Budget:**

- Maintain accurate financial records and oversee the organization's operating budget and daily finances.
- Prepare and present financial reports to the Board of Commissioners, ensuring transparency and accountability.



- Develop and implement financial policies and procedures to ensure fiscal responsibility and compliance with regulatory requirements.
- Monitor cash flow, manage accounts payable and receivable, and oversee payroll processing.
- Conduct financial forecasting and budgeting to support strategic planning and organizational growth.
- Administer the BIA's collection of the Broadmoor Parcel Fee, ensuring that all City requirements are met to continue receiving parcel fee funds, and communicating to Broadmoor residents about the purpose and impact of their parcel fee funds.

#### **Grants / Sponsorships:**

- Identify and pursue grant opportunities that align with the BIA's mission and strategic goals.
- Write and submit grant proposals, ensuring all required documentation and information are provided.
- Cultivate relationships with potential sponsors and donors to secure financial support for BIA programs and initiatives.
- Manage grant compliance and reporting, ensuring that all grant requirements and deadlines are met.
- Track and report on the impact of grants and sponsorships, demonstrating the value and effectiveness of funded programs.

#### **Fundraising:**

- Lead the planning and execution of semi-annual fundraising events, ensuring the achievement of fundraising goals.
- Develop and implement fundraising strategies to diversify revenue streams and increase donor engagement.
- Coordinate with the Board of Commissioners and volunteers to maximize fundraising efforts and event success.
- Manage donor relations, including acknowledgment, recognition, and stewardship activities.
- Utilize fundraising software and tools to track donations, manage donor information, and generate reports.

#### **Desk Ambassadors:**

- Supervise and support the BIA desk ambassador program, including the recruitment, training, and management of participants.
- Develop and implement training programs to ensure desk ambassadors are knowledgeable and effective in their roles.
- Monitor and evaluate the performance of desk ambassadors, providing feedback and support as needed.
- Coordinate desk ambassador schedules and assignments to ensure adequate coverage and support for BIA activities.
- Foster a positive and collaborative work environment for desk ambassadors, encouraging professional growth and development.

#### **Tenants:**

- Manage the Arts & Wellness Center facilities and cultivate relationships with tenants and partners.
- Oversee tenant lease agreements, ensuring compliance with terms and conditions.
- Address tenant concerns and maintenance requests in a timely and efficient manner.
- Develop and implement strategies to attract and retain tenants, maximizing occupancy and revenue.
- Coordinate with the property manager to ensure the proper maintenance and upkeep of rental units.

#### **Arts and Wellness Center:**

- Oversee the operations and maintenance of the Arts & Wellness Center, ensuring it meets community needs



and supports the BIA's mission.

- Develop and implement programs and activities that promote arts, wellness, and community engagement.
- Manage the scheduling and use of the center's facilities, ensuring equitable access for all community members.
- Foster partnerships with local artists, wellness practitioners, and organizations to enhance the center's offerings.
- Monitor and evaluate the impact of the center's programs, making adjustments as needed to improve outcomes.

**BAR and BDC:**

- Manage a portfolio of affordable rental units as part of the Broadmoor Affordable Rentals (BAR) program, ensuring compliance with affordable housing regulations.
- Work with the property manager to address tenant issues, maintenance needs, and lease compliance.
- Support the Broadmoor Development Corporation (BDC) in its initiatives and projects, including property development and community revitalization efforts.
- Collaborate with community partners and stakeholders to identify and address housing needs in the Broadmoor neighborhood.
- Monitor and report on the impact of BAR and BDC programs, demonstrating their contribution to community development and well-being.

**Office Operations:**

- Ensure the smooth operation of the BIA office, including administrative tasks, office supplies management, and coordination of office activities.
- Develop and implement office policies and procedures to improve efficiency and productivity.
- Oversee the maintenance and organization of office equipment, supplies, and facilities.
- Coordinate with IT support to ensure the proper functioning of computer systems, software, and networks.
- Provide administrative support to the Board of Commissioners and BIA staff, including scheduling meetings, preparing agendas, and maintaining records.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone keyboard. Specific vision abilities required by this job include close vision requirements due to limited computer work.

**About the Broadmoor Improvement Association (BIA):**

The Broadmoor Improvement Association is a non-profit neighborhood organization, founded in 1930, that serves people who live, learn, work, worship and play in Broadmoor through a coordinated network of anchor institutions, faith-based partners, businesses and community partners.

**Equal Opportunity Employer:**

The Broadmoor Improvement Association does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy), national origin, political affiliation, sexual orientation, gender identity, marital status, disability, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.