



Mile High Ministries

Developing People and Communities

Position Available

Title: Director of Operations (DO)

Status: Full-time/Exempt

Reports To: Executive Director

Purpose

The Director of Operations is responsible for the operational strategies (business, human resources, facilities, technology, etc) that undergird our programs. This support is essential for accomplishing the mission of Mile High Ministries:

... to seek God's peace for our city through the creative, compassionate, and prayerful development of people and communities.

Duties and Responsibilities

- Manage the Operations Department.
 - Design and manage the strategies of the Operations department to reflect and support the mission, vision and values of Mile High Ministries.
 - Recruit, hire, train, deploy, and provide ongoing supervision to operations staff. Be readily available to, and supportive for, your team: encourage, guide, troubleshoot, and otherwise support the effective functioning of the Ops department. Be willing to cover for staff as needed and appropriate.
 - Create and monitor department budgets in accordance with organizational values and strategic priorities.

Because we are a smaller corporation, the Operations department necessarily includes a rather long list of functions. Because the Operations Director is responsible for such a wide variety of functions, the role requires a leader with the capacity to carry a lot of different responsibilities at the same time.

The following functions are included within the Operations department at MHM:

- **Business/Accounting**
 - Budgets and financial management
 - Accounts payable and receivable
 - Employee expenses
 - Risk management/insurance
 - Financial reporting & audits
 - Providing financial information for the Board and executive staff.
- **Administration/Office**
 - Supplies
 - Organizational calendar
 - Admin support for the Board of Directors (scheduling, information and documentation, records, food, retreat arrangements, roster management)
 - Regulatory compliance
 - Org documentation: Articles of Incorporation, Bylaws, Policy manuals, etc.
- **Information Technology (IT)**
 - Computers
 - Internet
 - SharePoint or equivalent
 - Phones
 - Printers/Copiers
 - AI strategy and policy
- **Human Resources (HR)**
 - Payroll
 - Benefits
 - Employee records
 - Personnel policies
- **Asset Management (AM)**
 - **Facilities**
 - Maintenance and upkeep
 - Sustainability
 - Safety
 - Security
 - Policies related to facility use and management
 - **Affordable housing management** (select and oversee contracted management companies)
 - **Compliance:** Fair Housing Laws; contracts with lenders, development partners (LIHTC), and state and local government.

- Capital Projects
 - **Renovations** of existing facilities
 - Participate as a member of the team in the planning and decision-making around the development and construction of **new facilities**.

Organizational Relationships

- Reports to the Executive Director.
- **Team Leader:** The Director of Operations supervises all Operations staff and relationships with contractors and vendors.
- **Executive Team Member:** The DO is a member of the executive team and works closely with other members of that team to guide the overall strategies of the organization.
- Provides written and/or verbal updates to the Board of Directors on request from the Executive Director or arranges for the appropriate team members to provide those reports.
- Supports our **Development** Department by providing accurate information in a timely manner for use in communications and raising money for the mission of the organization.
- Supports our **Volunteer** effort by creating volunteer opportunities in the Operations department. This could include recruitment, training, and implementation across various Operations efforts.

Organizational Expectations

- MHM is both a spiritual community and a nonprofit Community Development Corporation. As a non-profit organization, we put our ideals into action through the best practices of community development with an emphasis on supportive housing. As a spiritual community, we pursue personal transformation and lives of generosity, peace, and self-giving love. An important part of executive leadership at MHM includes being intentional about relationship with God, reflected in lifestyles of generosity, peace, and self-giving love.
- Attend staff meetings and participate in the learning activities of the team, including assigned readings, occasional learning experiences and group discussions.
- Abide by MHM staff guidelines as outlined in the MHM policies and procedures manual.

Qualifications

- A minimum of five years of relevant operational leadership experience.
- Bachelor's degree in a relevant field or commensurate leadership experience.
- Able to integrate the MHM mission, vision and values both personally and professionally.

- Able to lead in a mission-driven team environment.
- Eagerness to learn and develop proficiency, especially in aspects of the position in which the candidate has less experience.
- Professional in demeanor and appearance.
- Spanish language proficiency is a plus.
- Proficient in the use of operations-appropriate technology (e.g. Microsoft Office Suite, QuickBooks, databases, project planning tools).
- Mile High Ministries is committed to practicing diversity, equity, and inclusion as an organization, and embedding this approach in everything that we do. We welcome candidates who identify as BIPOC, LGBTQ and people of all genders.

Terms

- This is a full-time position.
- Starting salary competitive with similar positions in the Denver metro area according to Colorado Nonprofit Salary Survey (2023, adjusted for inflation).
- 401K benefits after first year of employment
- MHM covers 75% of health insurance through Kaiser Permanente
- MHM contributes \$450/mo to H.S.A. for employee & family
- Vision supplement 100%
- Dental supplement available
- Unlimited PTO

Contact

Please send a resume along with a cover letter to Jeff Johnsen, Executive Director, at jjohnsen@milehighmin.org.