



Job Title: Director of Operations
Job Type: Full Time; Exempt
Reports to: Chief Financial / Operations Officer

Purpose:

Waco Foundation is a charitable organization that provides grants and other charitable services in McLennan County, Texas. The Director of Operations serves as an operational leader responsible for advancing organizational effectiveness, infrastructure, and cross-functional execution across the Foundation. This role plays a critical strategic and managerial function by helping to strengthen operational areas including human resources, technology, facilities and compliance.

The Director of Operations partners closely with senior leadership to translate organizational priorities into scalable operational strategies, improve internal systems and workflows, and foster a culture of accountability, collaboration, and continuous improvement. This individual should bring the ability to independently manage complex initiatives and drive execution across multiple departments and stakeholders.

The ideal candidate is both strategic and highly execution-oriented — someone who can anticipate organizational needs, proactively solve problems, implement operational best practices, and build systems that support a growing and mission-driven organization. The position is in-office and reports directly to the CFO/COO.

Nature of Work:

Work at the Waco Foundation is highly suited for the individual who has a passion for improving the world and particularly the local community, working very hard, problem solving, personal growth, and working with others. All positions at the Foundation offer opportunities for advancement and growth as a result of sustained, dedicated work of employees.

Essential Duties:

Organizational Operations & Strategic Leadership:

- Lead and continuously improve the Foundation's operational systems, processes, and controls to ensure efficiency, accountability, and alignment with organizational goals.
- Serve as an operational partner to executive leadership, helping translate organizational vision into clear operational plans, timelines, and measurable outcomes.
- Provide leadership and oversight across key operational areas including HR, technology, AI integration, facilities management, and compliance, ensuring coordinated execution and mission alignment.

- Develop and implement operational strategies and process improvements that increase organizational efficiency, strengthen communication, improve staff experience, and reduce operational risk.
- Manage organizational project planning and cross-functional coordination efforts, ensuring accountability, timely execution, and proactive resolution of operational challenges.
- Identify opportunities for automation, systems optimization, and operational modernization, including leveraging emerging technologies and AI tools where appropriate.
- Supervise and collaborate with Foundation staff and partners (e.g., HR consultants, IT Vendors) ensuring performance standards and service quality reflect the Foundation's values.

People Operations & Organizational Development:

- Partner with the CFO/COO and Executive Office to support talent acquisition, onboarding, performance management, and professional development initiatives that foster a high-performing, mission-driven culture which reflects Waco Foundation's commitment to hospitality.
- Provide guidance and support to managers and staff regarding operational policies, procedures, and organizational expectations.
- Lead efforts to document, standardize, and maintain organizational policies, procedures, and training resources to support consistency and institutional knowledge.

Office & Facilities Management:

- Provide strategic oversight of the office and facilities operations, ensuring high standards for cleanliness, safety, functionality, hospitality, and an environment that reflects the Foundation's values.
- Supervise and support the Property & Meeting Coordinator in the administration of day-to-day office operations, vendor coordination, building maintenance, event logistics, and shared space management.
- Oversee the Foundation's technology infrastructure, data platforms, and office equipment, partnering with IT vendors to ensure security, functionality, cybersecurity compliance, and long-term scalability.
- Maintain and oversee office procedures, emergency preparedness plans, physical security systems, and workplace safety protocols.
- Oversee operational logistics and quality standards for events on the properties, working with staff as appropriate and ensuring cultural and mission focused details are addressed.

Compliance & Risk Management:

- Oversee operational compliance with internal policies, regulatory requirements, contractual obligations, and organizational standards.
- Maintain lay governance documents such as bylaws, meeting minutes, and board policies.
- Coordinate operational support for audits, insurance renewals, governance documentation, policy administration, and compliance reporting.
- Ensure adherence to document retention policies, records management protocols, internal control policies, confidentiality standards, and user access/security protocols.
- Support executive leadership in evaluating organizational operational risks and developing contingency and continuity plans.

Qualifications:

- Passion for community impact, operational excellence, continuous improvement, and mission-driven work.
- Bachelor's degree required; Master's degree in Business, Public Administration, Nonprofit Management, Human Resources, Organizational Leadership, or related field strongly preferred.
- Minimum of 8–12 years of progressively responsible operational, administrative, or organizational leadership experience.
- Experience in drafting and executing policy;
- Exceptional project management, organizational, and prioritization skills with a demonstrated ability to manage multiple high-level responsibilities simultaneously.
- Excellent interpersonal and communication skills, with the ability to influence and collaborate effectively across all levels of the organization.
- Demonstrated integrity, discretion, and sound judgement in handling confidential and sensitive matters;
- Ability to thrive in a dynamic, fast-paced, highly collaborative environment with high standards of excellence.
- Highly proactive and resourceful with a strong sense of ownership, initiative, accountability, and follow-through.
- Proficiency in the use of or willingness to develop proficiency in AI and professional technology including M365 applications;
- Alignment with organizational values, to include stewardship, humility, and equity;
- Interest in working very hard in a goal-oriented, dynamic, small office as a part of a professional team.

Preferred Experience:

- Experience in nonprofit organizations, foundations, professional services, higher education, healthcare, or similarly complex mission-driven organizations.
- Experience supporting executive leadership teams.
- Experience overseeing operational technology initiatives, vendor management, or systems implementation projects.

Work Hours:

Office hours are generally Monday through Friday from 9:00 a.m. to 5:00 p.m.; however, this position frequently requires flexibility beyond normal business hours. The Director of Operations plays a key leadership role in a dynamic and growing organization and should expect periods where project demands, organizational priorities, events, or operational needs require additional time and attention.

Waco Foundation seeks team members who are committed to excellence, take ownership of outcomes, and are willing to work hard in pursuit of the Foundation's mission. At the same time, the Foundation values employee well-being and encourages a sustainable approach to achieving results.

Pay Rate:

Commensurate with education and experience.

Physical Characteristics:

Strength, dexterity, coordination, and vision to use a keyboard and video display terminal daily for long hours during the day. Occasionally lifting objects weighing up to fifty pounds and reaching for items above or below desk level. Physical ability to frequently sit at a computer, stand and walk for extended periods of time, perform repetitive movements and work in confined areas. A valid driver's license, access to a working, reliable vehicle for everyday use and the ability to travel are also necessities.

Upon approval, thorough background and reference checks may be conducted. These include but may not be limited to educational and employment verification, criminal background check, credit history, and pre-employment drug screening.

THIS JOB DESCRIPTION PROVIDES A GENERAL DESCRIPTION OF THE DUTIES OF THE POSITION. IT IS NOT EXHAUSTIVE. MANAGEMENT HAS THE SOLE DISCRETION TO MODIFY THESE DUTIES BASED ON ITS REASONABLE BUSINESS JUDGEMENT AND ECONOMIC FACTORS.