



Job Title: Director of Internal 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 Internal Operations is a hands-on operational leader responsible for organizing, coordinating, and executing work across the Foundation's internal business systems, organizational infrastructure, risk management, compliance, technology, and special projects.

The Director of Internal Operations partners closely with the CFO/COO and executive leadership to translate priorities and requests into clear plans, keep projects and follow-up items moving, improve workflows and controls, and ensure work is completed accurately and on time. The position regularly partners with the Finance Department to strengthen operational support for accounting, payroll, budgeting, and investment administration and other functions.

This position is responsible for making sure internal operations are organized, secure, efficient, well documented, and consistently followed through to completion. The ideal candidate is a highly organized doer and strong critical thinker who takes ownership of work from start to finish. This person should be comfortable turning broad or sometimes ambiguous requests into practical next steps, managing multiple priorities without losing details, solving problems independently, and following through consistently. Strong technology aptitude and the ability to quickly learn and maximize software are important to success in the role. 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 & Execution:

- Serve as a hands-on operational resource for internal business systems and organizational infrastructure, ensuring priorities are translated into practical, well-organized work.
- Translate priorities, requests, and ideas from the CFO/COO and executive leadership into organized workplans, clear next steps, timelines, and follow-up actions.

- Identify and implement practical process improvements that simplify workflows, strengthen internal controls, reduce unnecessary steps, and improve efficiency.
- Manage cross-functional initiatives and special projects from planning through completion, proactively tracking details, dependencies, deadlines, and unresolved items.
- Develop simple operational tracking tools, dashboards, checklists, and reporting that make priorities, progress, deadlines, and outstanding items easy to understand.
- Investigate problems, identify root causes, recommend practical solutions, and take responsibility for carrying approved solutions through implementation.

Technology, Software & Artificial Intelligence:

- Serve as the internal point person for business systems and day-to-day technology coordination; work with vendors and staff to resolve routine issues, manage access, and support system changes.
- Learn and maximize the Foundation's core software, including Microsoft 365, SharePoint, and finance, investment, and administrative applications, with a focus on practical use and efficient workflows.
- Coordinate software implementations, upgrades, and vendor support, keeping tasks organized and ensuring issues are followed through to resolution.
- Identify and help implement practical uses of automation and AI that improve productivity, data organization, accounting, finance, investment, and administrative processes while maintaining appropriate safeguards.

Information Governance & Document Management:

- Develop and maintain the Foundation's document management strategy, ensuring information is organized, accessible, secure, and properly retained.
- Establish standards for document organization, naming conventions, records retention, permissions, and version control across the organization.
- Administer user permissions and access controls within Microsoft 365, SharePoint, shared drives, and other business systems.
- Ensure organizational knowledge, policies, procedures, and critical documentation remain current and readily accessible.
- Coordinate document retention, archival, and destruction practices in accordance with organizational policy and applicable regulations.

Cybersecurity, Compliance & Enterprise Risk:

- Coordinate the Foundation's cybersecurity program in partnership with external IT providers, ensuring appropriate safeguards, monitoring, training, and response planning are maintained.
- Monitor compliance with applicable laws, regulations, organizational policies, and national standards relevant to community foundations and nonprofit organizations.
- Coordinate organizational insurance programs, including policy renewals, coverage evaluations, and claims administration.
- Maintain governance documentation including bylaws, board policies, organizational policies, and operational procedures.
- Support organizational audits and compliance reviews.

- Maintain business continuity, disaster recovery, and operational risk mitigation plans.
- Continuously evaluate operational risks and recommend strategies that strengthen organizational resilience.

Financial & Investment Operations Support:

- Maintain sufficient understanding of Foundation financial operations to provide continuity of critical business processes during staff absences or periods of increased workload.
- Maintain and periodically review financial, investment, administrative, and operational policies to ensure they remain current and aligned with organizational objectives.
- Identify opportunities to improve accounting and financial workflows through automation, technology, and process redesign.
- Maximize utilization of financial software platforms to improve reporting, operational efficiency, and internal controls.

Research, Analysis & Special Projects:

- Conduct focused research in response to organizational questions, projects, and requests from executive leadership, and translate findings into clear next steps or recommendations.
- Research relevant trends, technologies, and operational practices when needed to solve problems or support decisions.
- Monitor national standards, accreditation requirements, and leading operational practices applicable to the Foundation.
- Support development of organizational frameworks related to impact investing, including research, evaluation methodologies, and deal sourcing strategies.
- Prepare concise analyses, summaries, and recommendations that clearly identify the issue, relevant facts, options, and practical next steps.
- Own or support special projects requiring cross-functional coordination, research, organization, and implementation, with responsibility for keeping work moving through completion.

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, Information Systems, or a related field strongly preferred.
- Substantial experience in operational, administrative, technology, compliance, or organizational leadership.
- Demonstrated experience developing and executing policies, procedures, internal controls, and process improvements.
- Exceptional organization, prioritization, and project execution skills, with the ability to manage multiple responsibilities, track details and deadlines, and consistently close loops without repeated follow-up.

- Strong technology aptitude, including the ability to learn new systems quickly, troubleshoot routine issues, work effectively with technology vendors, and identify practical ways to improve how software is used.
- Strong written and verbal communication skills, including the ability to clarify requests, ask good questions, summarize issues concisely, and communicate progress and outstanding needs.
- Demonstrated integrity, discretion, sound judgment, and the ability to appropriately protect confidential and sensitive information.
- Highly proactive, resourceful, and dependable, with a strong sense of ownership, urgency, accountability, and follow-through from initial request through final completion.
- Proficiency in Microsoft 365 applications and demonstrated technology aptitude, including the ability to learn, troubleshoot, and maximize professional software, automation, and AI tools.
- Strong critical thinking and problem-solving skills, including the ability to organize incomplete or ambiguous information, determine what is needed, and move work forward independently.
- Demonstrated ability to create and maintain reliable systems for tracking requests, projects, deadlines, decisions, and follow-up items so that important work does not get lost.
- Alignment with organizational values, including stewardship, humility, and equity.
- Interest in working very hard in a goal-oriented, dynamic, small office as part of a professional team.

Preferred Experience:

- Experience in nonprofit organizations, foundations, professional services, higher education, healthcare, financial services, or similarly complex mission-driven organizations.
- Experience supporting executive leadership in a role requiring strong organization, independent execution, project coordination, and consistent follow-through.
- Experience with Microsoft 365, SharePoint, document management, software administration, technology coordination, enterprise risk management, or business continuity planning.
- Experience applying technology, automation, or AI to accounting, finance, investment, or administrative processes.
- Familiarity with community foundation national standards, impact investing, insurance administration, or nonprofit compliance.

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 Internal 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.