



Director of Culture & Business Operations

Full-Time, Exempt

Do you want to make a difference in the lives of families facing homelessness? Are you searching for not just a job, but a calling? Are you a servant leader who is energized by taking care of all behind the scenes operations that have a big impact? Door of Hope, a Christian nonprofit that serves families facing homelessness, is hiring a Director of Culture, Finance & Operations to join us in our life-changing work.

This newly-created position combines the experience, skills, and heart of an executive pastor, CFO and COO to steward the organization's people, financial, and capital resources. Your entrepreneurialism, people skills, systems creativity and innovation, financial and technological savvy, and excellent administration will help shore up Door of Hope's significant organizational growth over the last 5 years, and ensure the next 5 years of growth are pursued with excellence and sustainability. As a member of Door of Hope's Leadership Team, you will report to the Executive Director and supervise Door of Hope's HR Manager, Accounting & Operations Associate, and IT Contractor.

Hours

- Monday through Friday, core business hours, very occasional evenings and/or weekends
- 4 days in office in Pasadena, 1 day work from home (if desired)

Responsibilities

Culture Champion

- Champion organizational culture, employee experience, and employee care to ensure Door of Hope's core values (Christ-centered, Empowering, Holistic, Relationship) are lived out and infused in all aspects of the organization
- Direct and continuously improve employee recruitment, onboarding, offboarding, annual review processes, training and professional development
- Foster optimal employee relations by training and coaching supervisors, facilitating disciplinary and conflict resolution meetings, and creating strategies to enhance team performance
- Direct HR strategy, including defining key HR metrics; executing, analyzing and responding to staff feedback (ex. All Staff Surveys, Exit Interviews); driving strategy in pursuit of organization's cultural diversity and competency goals; leading decisions around compensation and benefits philosophy/methodology; and spearheading strategic HR-related policies and decisions as informed by the needs of the organization, data/metrics, and HR best practices.
- Ensure compliance with labor laws and oversee risk management

Financial Oversight

- Oversee all aspects of accounting, bookkeeping, and annual audit
- Execute monthly financial reporting and forecasting, acting as the primary liaison with the Board's Finance Committee
- Create organization's budget and equip department managers to oversee department budgets

Operational Excellence

- Oversees contracts, leases, insurance, and legal compliance, including major site renovations and new site acquisitions
- Oversee and continuously improve office management and IT
- Serve as Operations "catch all" by leading and executing new or unforeseen projects in day-to-day operations, emergencies, and in pursuit of Strategic Plan

Qualifications

- A minimum of 5 years of relevant nonprofit management/supervisory experience
- Demonstrated excellence in 2 out of 3 focus areas of this position (HR/culture, finance, and/or operations)
- Excellent written and verbal communication skills
- Relationally savvy, proven effectiveness at building relationships
- Technologically savvy, including (1) fluency in GSuite (Docs, Sheets, Drive, etc.), Microsoft Office (Excel, Word, PowerPoint), and ideally QuickBooks or other equivalent accounting software, (3) ability to assess and implement new software systems to improve finance, HR and operations systems
- Bachelor's Degree required or equivalent experience

Compensation & Benefits

- Expected salary: \$95,000-\$110,000, depending on experience and expertise. Salary will range upward based on the candidate's financial management expertise.
- Competitive benefits package including:
 - Paid PTO: 12 sick days, 12 holidays, 15 vacation days, 5 jury duty days, up to 5 bereavement days
 - Health Insurance: we cover 100% of your premium on our Kaiser Gold HMO, Cigna Oscar Silver EPO, and Anthem Silver PPO B plans
 - 403(b): 3% dollar-for-dollar match

Character (Do you embody Door of Hope's four core va

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- **Christ-centered**, expressed through:
 - **Faith:** We have an active and personal relationship with Jesus Christ.
 - **Calling:** Out of a sense of calling, we go above and beyond to meet our mission.
 - **Character:** We demonstrate the character of Christ toward colleagues and families.
- **Empowering**, expressed through:
 - **Trust:** We trust one another, believe in one another, and give each other the freedom to take risks. (Mistakes are learning opportunities.)
 - **Accountability:** We nurture God-given strengths through coaching and accountability.
- **Holistic**, expressed through:
 - **Whole Person:** Our emotional, spiritual and personal well-being matter to one another.
 - **Whole Organization:** We are on one team with one mission. (We don't do silos.)
- **Relationship**, expressed through:
 - **Family:** We love, celebrate, and pray with one another.
 - **Reconciliation:** We manage conflict, practice vulnerability, and pursue diversity with honesty and grace.

To apply, email your resume and brief cover letter to jobs@doorofhope.us. In your cover letter, tell us 1) your understanding of Door of Hope's mission and our faith-based nature and 2) why YOU are a great fit for this role!