



Senior Director of Operations

Position Status: Full-time, exempt
Compensation: \$87,500 - \$100,000
Benefits: Employer covered health, vision dental insurance, generous PTO, 401k
Location: Miami, FL
Reports to: Executive Director

ABOUT ENGAGE

Engage Miami and Engage Florida build youth civic engagement, power, and equity in Florida. As a leader in civic and political education, Engage strengthens a culture of locally driven democratic participation of diverse communities, builds power to implement change, and works to advance a young people-led issue agenda that protects and invests in our communities.

JOB DESCRIPTION

Engage seeks an experienced and strategic Director of Operations to lead the organization's human resources, finance, office management, and administrative functions. Reporting directly to the Executive Director, the Director of Operations will oversee the planning, implementation, and continuous improvement of internal operations to ensure organizational effectiveness, compliance, and long-term sustainability. This role is responsible for leading all human resources functions, including recruitment, onboarding and offboarding, personnel management, legal and regulatory compliance, and the development of organizational policies, training, and employee handbook materials that foster an equitable, efficient, and high-performing workplace.

The Director of Operations will also oversee the organization's financial operations by managing relationships with external accountants, bookkeepers, benefits administrators, auditors, and other vendors, while ensuring accurate financial oversight, budgeting, reporting, and internal tracking systems. In addition, this position will supervise administrative staff and strengthen cross-departmental coordination to support efficient, compliant, and mission-aligned operations across the organization.

The ideal candidate brings significant experience leading operations, preferably within a nonprofit organization, and a demonstrated track record of effectively managing and

developing teams. They are highly organized, detail-oriented, collaborative, and solutions-driven, with the ability to navigate competing priorities while continuously improving organizational systems and processes. Above all, they are committed to building equitable, people-centered operations that advance Engage Miami's mission, values, and organizational culture.

ROLE AND RESPONSIBILITIES

Human Resources

- Lead all recruitment and hiring efforts, ensuring an equitable candidate experience, maintaining job descriptions, and overseeing compliant hiring processes aligned with organizational values and employment laws.
- Manage the full employee lifecycle, including onboarding, orientation, technology setup, employment documentation, payroll, personnel records, timekeeping, and offboarding.
- Oversee employee offboarding by coordinating required reporting, system access removal, and compliance with records management and document retention policies.
- Develop, review, and maintain the employee handbook, personnel policies, compensation and benefits programs, and HR resources to ensure legal compliance and best practices.
- Foster a positive, inclusive workplace culture by supporting managers and staff with employee relations, performance management, professional development, and organizational learning.
- Lead and improve core HR systems and processes, including recruitment, onboarding, training, employee evaluations, and performance improvement plans.
- Partner with department leaders to implement organizational initiatives, strengthen internal systems, and execute cross-functional projects.
- Represent Engage with professionalism while advancing a workplace culture rooted in diversity, equity, inclusion, belonging, and the organization's mission and values.

Office Management & Administration

- Supervise and develop operations staff by providing leadership, coaching, and accountability to ensure efficient office administration and organizational operations.
- Oversee daily office operations, including facilities, office supplies, equipment, mail processing, records management, and administrative systems.
- Ensure compliance with nonprofit, state, and federal regulations, including organizational filings, annual reporting requirements, and internal compliance policies.
- Lead operational planning and logistics for board meetings, staff retreats, trainings, and other organizational events.
- Direct facilities management by overseeing office access, maintenance, utilities, vendor relationships, building management, and operational support for satellite offices as needed.

- Maintain organized, safe, and welcoming workspaces by managing office organization, storage, cleanliness, recycling, and workplace standards.
- Promote a workplace culture of equity, accountability, and operational excellence by communicating policies, procedures, expectations, and organizational updates.

Finance and Budget Management

- Oversee relationships with external accountants, auditors, bookkeepers, fiscal partners, and financial institutions to ensure accurate financial records, timely accounts payable and receivable, reconciliations, and monthly financial reporting.
- Lead financial management for restricted grants, organizational revenue, program expenses, ensuring compliance with grant requirements, resource-sharing regulations, and inter-entity reimbursements.
- Serve as the primary liaison with vendors, contractors, insurance brokers, and other external partners, overseeing contracts, financial documentation, and organizational recordkeeping.
- Manage organizational expense documentation, employee timesheets, payroll allocations, and employee reimbursements in coordination with external payroll providers.
- Oversee cash management, including bank reconciliations, cash flow forecasting, and financial systems such as QuickBooks, Bill.com, and Gusto.
- Lead the development and management of the annual operating budget, departmental and program budgets, budget-to-actual analyses, and financial projections to support strategic decision-making.
- Prepare financial dashboards, budget reports, and narrative summaries for executive leadership and the Board of Directors.
- Lead special financial and operational initiatives that strengthen financial systems, internal controls, and organizational sustainability.

Additional Responsibilities:

- Develop, implement, and continuously improve standard operating procedures (SOPs) and internal systems that strengthen organizational efficiency, consistency, and compliance across human resources, finance, and administrative functions.
- Partner with department leaders to develop departmental manuals, operational documentation, and cross-training programs that promote knowledge sharing, continuity, and organizational resilience.
- Provide operational leadership and project management support for cross-functional initiatives, including staff meetings, organizational planning, fundraising efforts, data management, and other strategic projects that advance Engage's mission.

QUALIFICATIONS & SKILLS

- Minimum of six (6) years of progressively responsible experience in operations, finance, and human resources, preferably within nonprofit or mission-driven organizations.
- Demonstrated experience managing organizational operations, including financial systems, budgeting, compliance, human resources, and administration.
- Exceptional judgment, discretion, and professionalism, with the ability to manage confidential information and build strong cross-functional relationships.
- Outstanding organizational and project management skills, with the ability to manage multiple priorities, meet deadlines, and drive projects independently.
- Strong attention to detail, a proactive and solutions-oriented mindset, and experience improving operational systems and internal processes.
- Proficiency in Google Workspace, Microsoft Excel, and financial and payroll systems such as QuickBooks, Bill.com, Gusto, or comparable platforms.
- Experience developing policies, standard operating procedures, training materials, and organizational documentation.
- Knowledge of 501(c)(3) and 501(c)(4) nonprofit operations, including grant compliance, financial reporting, and applicable federal and state regulations, or the ability to quickly develop expertise.
- Experience supporting advocacy, civic engagement, political, or nonprofit organizations is strongly preferred.
- Demonstrated commitment to diversity, equity, inclusion, and belonging, and a passion for advancing Engage Miami's mission of civic participation and youth leadership.

HOW TO APPLY:

Applications will be reviewed on a rolling basis with a priority deadline of 8/21/26 but will remain open until filled. Candidates may be invited to interview as materials are received. We encourage interested applicants to apply as early as possible.

To apply, please email **hiring@engage.miami** with the subject line:

Full Name – Director of Operations

Please include:

- A current resume
- A cover letter describing your interest in the position and highlighting the experience, skills, and qualifications that make you a strong candidate

All ages are encouraged to apply. Engage Miami is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability, veteran status, or any other class protected by law. Assistance and/or reasonable accommodations during the application process are available to individuals upon request