



Title:

Director of Operations

National Hispanic Corporate Council

Organization:

Founded in 1985, NHCC is a unique membership organization comprised of Fortune 1000 corporations providing leading-edge corporate best practices, research and network opportunities for the benefit of its corporate members. NHCC is the premier resource on effectively maximizing the Hispanic Market opportunity through marketing, community relations, human resources, and procurement within the foundation of corporate social responsibility.

Position:

Under general direction of the President performs work that encompasses the administrative and operational function of the organization in addition to conference planning/execution, and communications in support of the National Hispanic Corporate Council mission. The Director of Operations is responsible for the coordination of strategic and special projects at the direction of the President and Board of Directors. Job focus is to direct, pursue and achieve tactical or strategic objectives and establish operational programs or processes for the efficient and productive operation of the organization.

Operations:

- Responsible for internal operations and staff functions in the areas of administration, marketing, member communications and development/fund-raising.
- Responsible for the coordination of strategic and special projects at the direction of the President or Board of Directors
- Responsible for human resources activities including job descriptions, postings, staff recruitment, training and development and evaluation of NHCC staff.
- Works with the President, Treasurer and accountant on budget planning, preparation and analysis.
- May fill in for President in his/her absence.
- Acts as a liaison between the NHCC and association members.
- Oversees and/or handles writing, editing or production of written communication to members, potential members, external parties, media news releases and conference/Think Tank books.
- Works with the Marketing Committee to provide data and/or coordinate on-line/web page activities
- Responsible for the execution of marketing plans in various media including direct mail, web based and electronic communications.

- Works with Membership Committee and supervises staff activities related to marketing and servicing of membership recruitment and retention.
- Works with Education Committee and consultants to support member meeting and Think Tank requirements and deliverables.

Administration:

- Provides principal administrative support to President.
- Assists Board and/or provides staff support to Board members and Education, Marketing and Membership Committees and their respective initiatives.
- Responsible for various administrative operations of NHCC including human resources functions, office management/office services, purchasing, data bases, correspondence and day-to-day operations and oversight.
- Responsible for logistical planning, management and execution of NHCC member meetings conferences and board retreat throughout the year. Assists and coordinates the logistics for NHCC Webinars and Call & Learn conference calls.
- Supervises staff that administers information on membership products and services; and dues generation and collection.
- Manages customer service aspects of NHCC staff regarding inquiries from members, potential members and external parties.

Qualifications:

- Bachelor's degree (B. A.) or equivalent from four-year college or university; or a minimum of ten years related experience and/or training; or equivalent combination of education and experience.
- Knowledge of corporation and non-profit administration, and operational functions.
- Knowledge of developments in business, Fortune 1000 companies and local Hispanic organizations.
- Knowledge of regulatory and tax requirements for non-profit organization.
- Ability to plan and prepare operational budgets, budget justifications and budget analysis. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages,
- Knowledge and experience in fundraising/grant request/membership solicitation.
- Knowledge and experience in event planning.
- Knowledge of media communications and public affairs.
- Possess excellent written and oral communication skills.
- Ability to oversee the preparation of articles, brochures, collateral material, conference books and newsletters on a wide variety of subjects using original or innovative techniques or style.
- Ability to represent the organization in a professional and knowledgeable manner with internal and external constituents.
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to manage/supervise staff, staff development and evaluation

- Ability to set priorities and supervise work flow to maximize both the staff and resources of the organization.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to work independently and display creativity, exercise sound judgment, demonstrate initiative.
- Significant computer skills including word processing, spreadsheets, databases, PowerPoint, media applications, graphic design and print production.
- While performing the duties of this job, the employee is required to use a computer. Considerable knowledge of PC operations and software (Word processing and spreadsheet) are required.

Personal Characteristics

- Ability to communicate and perform executive duties within chain of command; communication with President and Board of Directors in a timely manner to inform or seek authorization
- Identifies and resolves problems in a timely manner.
- Understands business implications of decisions; Displays orientation to budget requirements; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Works within approved budget; Develops and implements cost saving measures; Contributes to revenue generation through communications efforts; Conserves organizational resources.
- Excellent verbal and oral communications skills.

For more information and consideration please forward your questions and/or profile information to
hr@nhcchq.org
www.nhcchq.org