

Operations Director

Job Description



Department:	Operations
Reports To:	Executive Director
FLSA Status:	Exempt

Job Summary

This position is responsible for overseeing the organization's administrative, financial, compliance, grant-support, and workforce operations to ensure effective internal systems, accurate records, regulatory compliance, and support for organizational programs and leadership by performing the following duties.

Essential Job Duties

- Manages organizational accounting by creating standard operating procedures; ensures financial health through monitoring bank accounts, accounts payable, and accounts receivable.
- Processes and reports on office expenses; leads weekly touchpoints with bookkeepers to ensure timeliness and accuracy of payments in accordance with established ATNI-EDC and Financial Services (FS) budgets.
- Prepares reports and presentations; helps guide the leadership team throughout the budgeting process.
- Researches and assists with the application for and tracking management of grant opportunities and existing funding sources.
- Drafts grant reports and ensures timely completion by coordinating across the organization to gather needed materials.
- Provides regular administrative support to the Executive Director, including maintaining meetings, deadlines, and email correspondence.
- Maintains digital file structure and supports the improvement of internal filing policies.
- Upholds the organization's administrative workflow by studying processes, implementing cost reductions, and developing reporting procedures.
- Resolves administrative problems by analyzing information and identifying and communicating solutions.
- Maintains continuity of work operations by documenting and communicating needed actions to management, discovering irregularities, and determining continuing needs.
- Communicates, implements, documents, and verifies that all policies and procedures have been distributed to employees and adopted by the organization; updates office policies and procedures as needed;
- Leads the implementation of administrative projects, systems, procedures, and policies.
- Maintains digital and physical employee records.
- Provides meaningful input and decision-making considerations throughout the hiring and termination of employees.
- Guides remote work environment by creating policies, procedures, and IT support; ensures compliance across multiple states.
- Serves as system administrator for the organization, which includes directing staff in the adoption of new software systems, and managing the process from selecting the system(s) to implementation.
- Develops strategies for applicable departments independently; collaborates with other leaders on implementation.
- Collects, submits, and maintains employee time-keeping records; manages relationships with payroll vendors to ensure timely payment.
- Performs salary surveys and ensures equitable compensation and appropriate working conditions.
- Supports building out multistate workforce infrastructure and ensuring compliance with each state's labor laws and taxation.
- Ensures organizational compliance with local, state, and federal tax laws.

Approved By: Casey Pearlman
Last Updated: July 2026

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- Manages compliance with BOLI and DOL employment laws.
- Identifies compliance issues that require follow-up or investigation; reports violations of compliance or regulatory standards to authorized agencies as appropriate or required.
- Discusses emerging compliance and requirements with management and staff to ensure employees are informed about compliance reporting systems, policies, and practices.
- Provides employee training on compliance related topics, policies, or procedures.
- Supports filing tax forms and correspondence with federal entities like IRS and Department of the Treasury.
- Helps maintain certifications and non-profit status.
- Assists with special projects and events, including but not limited to, ATNI Conventions, and the ATNI-EDC Economic Development Summit.
- Accomplishes ATNI-EDC's mission by completing related tasks and projects as needed.
- Performs other duties as assigned.

Supervisory Responsibilities

Directly supervises employees and carries out supervisory responsibilities following the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Education & Experience

Formal education is not a requirement of this role. In addition to the education requirement, this position requires five years of related experience. An equivalent combination of education, training, and experience may be used to satisfy these requirements.

Certificates, Licenses, and/or Registrations

This position does not require any certificates, licenses, or registrations.

Travel Requirement

This position requires occasional (6-20% of the position) travel related to the job duties above. Travel will consist of day trips and overnights.

Knowledge, Skills, & Abilities

- **Adaptability:** The ability to adjust to new situations, environments, and changing priorities.
- **Attention to Detail:** The ability to pay close attention to accuracy and precision in work tasks.
- **Budgeting and Financial Management:** The ability to develop, manage, and monitor budgets, financial resources, and financial performance.
- **Communication:** The ability to effectively convey information and ideas through written, verbal, and non-verbal means.
- **Delegation:** The ability to assign tasks and responsibilities to others and hold them accountable for their performance.
- **Grant and Contract Management:** The knowledge of grant and contract administration processes and procedures.
- **Initiative:** The ability to take proactive actions and demonstrate resourcefulness in identifying and addressing challenges.
- **Project Management:** The ability to plan, organize, and execute projects from start to finish, meeting objectives, and deadlines.
- **Resource Management:** The ability to efficiently allocate and manage resources, including time, budget, and personnel.

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- Vendor Management: The ability to identify, evaluate, and manage relationships with external vendors or suppliers.

Physical Demands & Work Environment

The physical demands described here are representative of those that an employee must meet to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

- Moves regularly throughout the day in an office environment.
- Must be able to occasionally lift, carry, push, and/or pull up to 25 pounds.
- Communicates regularly throughout the day via email, messages, and phone calls.
- Performs repetitive tasks such as typing or data entry.
- The typical noise level is moderate.

Employee Signature: _____ Date: _____

Employer Representative: _____ Date: _____