



Advancing Community-Driven Social Change

Managing Director, Programs & Operations
Full-time, Regular Position

Summary

[Social Good Solutions \(SGS\)](#) is a Black woman-owned and operated boutique consulting firm that works with philanthropic institutions, nonprofit organizations, public agencies, and institutions of higher education to design, operationalize and manage racial justice initiatives from concept to implementation.

Our core values are grounded in dignity and justice for all, community-centered solutions, and excellence at every turn. Using a participatory framework and co-design approach, we support our clients in their journey to operationalize racial equity and social justice in organizational culture and in programs, services and strategies. Our work is organized across four main domains: Initiative Management, Organizational Culture Transformation, Strategic Advising and Special Projects.

The *Managing Director, Programs & Operations* is part of SGS's Executive Management team and is responsible for leading program strategy, development, and implementation across the firm's portfolio of services; and ensuring operational effectiveness in the firm's business practices. This position reports to the Founder & Chief Architect and serves as a critical strategic thought partner to both the Founder and broader SGS team. The Managing Director, Programs & Operations requires excellent relationship-building skills combined with strategic leadership and organizational management experience, excellent writing and communication skills, technical acumen, systems thinking and emotional intelligence.

This position is well suited for a seasoned organizational leader who works collaboratively and has a track record of growing and nurturing intergenerational talent. He/she/they will also have a reputation for advancing racial justice and will be passionate about working to build team cohesion within a close-knit, telework environment.

Specific Responsibilities:

The Managing Director, Programs & Operations oversees the Initiative Management and Special Projects portfolios with dotted line supervision to the Strategic Advising and Organizational Culture Transformation portfolios. The position will focus on three primary domains: Strategy, Program Design and Implementation, and Reputational Wellness.

Programs

- Lead strategy development, program design and implementation of the Initiative Management portfolio (current projects: Black Equity Collective, BEI-IE Fund and two health equity-related initiatives).
- Ensure workplans align with initiative goals; assess capacities needed to achieve stated goals.
- Coach and support direct reports in achieving their personal and professional goals.
- Represent the firm and its portfolio of projects with clients, partners and other external stakeholders.
- Write think-pieces that demonstrate the firm's thought leadership in the field; identify opportunities to elevate the expertise of individual team members, both internally and externally.
- Ensure program materials, in both print and digital, represent and reinforce the firm's core values and vision for racial justice.
- Serve as an example of the firm's values; embody humility, excellence, equity, and justice.
- Identify opportunities for "fit" in advancing the firm's mission and reputation for world-class racial justice implementation while also ensuring those same values are operationalized internally.

Operations

- Serve as part of the Executive Management team with the Founder & Chief Architect, Business, Strategy and HR consultants to position the firm for long-term success.
- Manage the firm's monthly invoicing, A/R and A/P via QuickBooks. Work with accounting firm to prepare accurate monthly management and cashflow reports.
- Draft and manage consultant contracts via DocuSign and payments via Gusto.
- Liaise with the firm's accounting, financial planning, 401K benefits administration and law firms to ensure SGS is in compliance with GAAP rules as well as federal and state tax and other regulatory laws.
- Ensure the firm has sufficient insurance coverage (liability, event, workman's comp, etc.).
- Develop and manage internal processes that provide balance between efficiency and necessity.
- Co-develop the firm's annual operating budget with the Executive Management Team.
- Work with the Chief Architect to identify new business opportunities and develop client proposals.

Qualifications

This position is an excellent opportunity for a seasoned justice-focused organizational leader. SGS works with a high degree of professionalism and community care. As such, team members are expected to represent SGS with integrity and excellence. The ability to plan ahead, anticipate needs, document decisions, build trust and camaraderie with peers and elders, and perform responsibilities with limited oversight are all essential skills. We operate as a sacred sisterhood worthy of our own and each other's dignity and respect.

The ideal candidate will possess the following professional and personal abilities, attributes and experiences:

- Master's or other Advanced Degree combined with a minimum of 15 years of relevant experience, including at least ten years in an organizational management/executive leadership role.
- Individuals who do not possess an advanced degree may substitute this form of education with a B.A./B.S. degree and a minimum of 15 years of relevant experience as outlined above, **plus** public recognition from peers for professional contributions and excellence in a nonprofit or philanthropic leadership role.
- Experience working in a nonprofit, community-based organization or grantmaking organization in California is required.
- A track record of supervising staff and growing talent is also required as is a history of advancing equity and justice at an organizational level.
- Demonstrated experience in program design and implementation, project, and institutional budget management.
- A reputation for thought leadership evidenced by authored articles, keynote presentations, panel appearances or other mediums communicating a public voice.
- Evidence of small and large group facilitation experience.
- Experience generating and securing revenue; and developing new partnerships.
- Experience developing internal systems and performing operational duties commensurate with those outlined above.
- Comfortable with making tough decisions and delivering those decisions with confidence and grace while not compromising either duty of care or duty of relationships.
- Exceptional communications skills and seasoned writing skills with the ability to frame issues and communicate a long-term vision.
- Ability to edit program materials, fundraising proposals, reports and other written materials with attention to detail.
- Cultural intelligence, evidenced by a shared lived experience and background living and/or working in communities served by SGS.
- Technical command of Google Suite, Microsoft Suite, Zoom, online meeting and project management tools; comfortability with exploring and incorporating new technologies.

- Forward and innovative thinking with the ability to observe and anticipate needs.
- Ability to serve as an example of professionalism, evidenced by an exceptionally high work ethic and a sense of pride in one's work.
- The ability to build relationships, trust, and rapport across a spectrum of stakeholders ranging from grassroots community leaders, clients, public officials, funders, peers, and team members.
- Open to learning, developing, feedback, and continuous improvement.
- Reliable transportation. The ability to commute to events and in-person meetings is essential.

Salary and Benefits

This is a full-time, exempt position with a starting salary range of \$165,000—\$190,000 annually plus benefits. This position is remote with frequent local travel across Los Angeles County and the Inland Empire, and occasional travel statewide.

SGS offers a range of benefits including:

- Group health insurance, dental, vision and life insurance for the employee; plus, an additional \$2,000 annually for access to counseling/mental health supports
- \$50 monthly stipend for cell phone and internet reimbursement
- Up to \$1,250 annually toward individually designed and selected professional development
- 10 PTO days to be used at the employee's discretion
- Profit-sharing 401K plan with eligibility after one-year
- Paid civic duty (voting and/or jury service up to 10 days)
- 13 paid holidays plus a paid winter holiday break and two-weeks of structured *Quiet Time* in August
- Bereavement and Paid Family Leave

Desired Start Date: No later than March 2023

SGS is an Equal Opportunity company with a strong commitment to gender and racial equity. We welcome applications from all, and strongly encourage individuals underrepresented in the workforce to apply. The firm uses a collaborative, team-based hiring approach. Applicants will not be asked to produce work as part of the interview process but may be asked to provide relevant work samples. References will be required before an employment offer is extended or confirmed. Please note, not every applicant will be contacted for an interview.

To apply: Please submit the following materials to info@socialgoodsolutions.com using Managing Director, Programs & Operations in the subject line.

- Resume
- A cover letter that answers the following question: *This position is well-suited for me because...*
- Application deadline: January 31, 2023