



Peninsula Conflict Resolution Center Director of Operations (40-hours, Exempt)

ORGANIZATION OVERVIEW

The Peninsula Conflict Resolution Center (PCRC) is a communication and dispute resolution organization founded in 1986. PCRC partners with individuals, groups and institutions to empower people, build relationships, and reduce violence through collaborative and innovative processes. We envision a future where all members of society engage and collaborate to create a strong, vibrant community. PCRC's Core Values are collaboration, empowerment, integrity, neutrality, respectful communication and diversity. PCRC's culture has been described by staff as caring, collaborative, flexible, high level of commitment, congruent, process oriented, innovative, and respectful.

PCRC is led by an Executive Director and a dedicated and active Board of Directors. PCRC has a staff of 25-30 talented individuals, and enjoys the support of approximately 250 volunteers who lend their skills in a variety of capacities throughout the organization that reflect the diversity of our county with their background and representing sectors.

The Peninsula Conflict Resolution Center has had a long and illustrious history. For over 30 years, PCRC has been providing valuable conflict resolution and community building services to the individual residents, groups, institutions and other nonprofit organizations throughout the San Mateo County. Innumerable individuals have benefitted from the direct and indirect services we have provided through mediations, facilitations and trainings throughout the county offered through our Strategic Initiatives: Empowering Youth, Strengthening Families, and Engaging Communities. PCRC was incorporated as a 501(c)3 in 1986 as the umbrella for two existing community mediation programs. PCRC continues to be the only organization offering free or low-cost mediation services primarily through the use of trained volunteers, in San Mateo County.

PCRC enjoys a reputation for high quality work among our clients, funders, and partners and throughout the County. One of our strongest assets is our dedication to and ability to work in partnership with a wide variety of other agencies and organizations. Working in collaboration is one of the key characteristics of PCRC. The impact of our work is exemplified by the fact that over 16,000 people directly participated in PCRC's services in each of the last few years.

PCRC has an operating budget of approximately \$1.9M. Approximately 72% of budget comes from sustainable government grants and contracts; 8% from foundations; 10% from individual, corporate and donor advised donations; and 9% from fees and other sources.

For more information about our organization, please visit our website: www.pcrccweb.org

POSITION SUMMARY

Reporting to the Executive Director (ED), the Director of Operations will have both internal and external facing responsibilities, ranging from organizational leadership and staff development (program evaluation, staff career planning, partnership cultivation, board engagement) to planning, strategy and internal communications (goals and objective development, intra-collaborative project management), and administration (database maintenance). The Director of Operations will partner closely with the ED to chart PCRC's future growth and strategic response to an ever-increasing demand for the organization's services. The Director of Operations will directly support other members on the administrative team.

PRIMARY RESPONSIBILITIES

Organizational Leadership & Staff Management

- Serve as strategic thinking partner to ED, and provide organizational support in absence of ED
- Lead on-going evaluation of programs and services relative to goals
- Lead performance evaluation processes, work with staff to create regular reports on their areas of responsibility, and direct staff towards appropriate professional development opportunities
- Promote a professional, strengths-based culture throughout the organization, that emphasizes collaboration and partnership among staff, board and volunteers
- Collaborate with staff to cultivate, develop, expand and mobilize PCRC's networks - stakeholders, volunteers, interns, etc.
- Work with Executive Director and staff to report on program achievements and challenges to the Board of Directors on a regular basis.
- Interface with the Board of Directors on policy development and administration

Planning, Strategy and Internal Communications

- Keep a pulse on the community, and identify opportunities to respond creatively
- Effectively direct and supervise larger organizational projects with many moving parts
- Manage organizational calendar and lead quarterly and annual planning processes in collaboration with Executive Director
- Work with staff to integrate assessment and evaluation into all organizational services and initiatives, ensuring the alignment of goals to broader organizational mission and vision.

Administration & Operations

- Identify, implement and maintain a new service-delivery database in collaboration with staff

QUALIFICATIONS

- Bachelor’s Degree in an appropriate field; Graduate Degree helpful.
- A minimum of five years’ senior management experience in an organization of similar scope and size, preferably in the nonprofit or public sector.
- Proven ability to supervise and evaluate multi-disciplinary program teams
- Experience managing partnerships with community-based organizations and/or law enforcement
- Excellent oral and written communication skills
- Ability to work independently with minimal supervision
- Proficient in basic computer uses including office applications, data management, reporting, and design of basic outreach materials
- Experience managing complex budgets, subcontractors, reporting, and grant writing
- Ability to manage flexible work schedule including some evenings and weekends
- Ability to plan, initiate, and execute program activities in a timely manner
- Proven ability to work and communicate effectively with 1) partners from community, non-profit, business, and government sectors, and socio-economically diverse populations
- Ability to remain neutral and professional in emotionally charged situations
- Willingness to promote the integrity and neutrality of PCRC
- Training in facilitation and 40-hour basic mediation or equivalent required. * If not trained at time of hire, PCRC will provide the trainings to be completed outside of work hours as a term of employment
- Reliable transportation, valid driver’s license and appropriate auto insurance
- Knowledge of San Mateo County and its communities is desirable

COMPENSATION

Salary: Starting Salary \$83,000 – \$88,000 FTE. This is an exempt position offering a competitive salary and a compensation package that includes medical, dental, life insurance, 403(B) plan, vacation, and holidays.

TO APPLY

Please send your resume and cover letter in PDF format
NO LATER THAN end of day Friday, March 2, 2018 (11:59pm)

to:

Human Resources
careers@pcrcweb.org

Please include “**Director of Operations**” in the subject line of your email

PCRC is an equal opportunity employer and makes employment decisions on the basis of merit. Our policy prohibits discrimination made unlawful by federal, state or local laws. In addition, PCRC strives to be an organization that reflects the demographic makeup of the community we serve.

Empowering people. Building relationships. Reducing violence.