

**Operations Director**  
S.O.U.L. Foundation

I. About

Supporting Opportunities for Ugandans to Learn (S.O.U.L.) Foundation uses a community-driven development approach to partner with communities to eradicate poverty in rural Uganda. Its main initiatives focus on education, women's empowerment, food security, and maternal health. Founded in 2009, S.O.U.L. now works in 14 communities across the Jinja and Iganga Districts and impacts over 9,000 rural Ugandans, the majority women and girls. As Ugandans become invested in each project, they emerge as leaders and teachers for their fellow Ugandans. For more information, please check out our website [www.souluganda.org](http://www.souluganda.org).

Reporting to the CEO/Co-Founder, the full-time Operations Director will oversee S.O.U.L.'s U.S. operations and administration, marketing and communications, financial management, development and donor relations, event management, outreach and external relations, and strategic development. S/he will work to grow the organization in close coordination with the CEO/Co-Founder, staff, Board of Directors, and volunteers. The Operations Director will serve as the liaison to the Ugandan staff and will be the lead representative of S.O.U.L. Foundation in the United States.

II. Duties & Responsibilities

The primary responsibilities of this position include but are not limited to:

**Operations and Administration**

- Manage and supervise U.S. staff, interns, and volunteers.
- Coordinate schedules, calendars, and workflow between all U.S. staff, interns, volunteers, and board members.
- Serve as the liaison between CEO/Co-Founder, Uganda-based staff, and U.S. staff.
- Continually optimize institutional processes and systems in order to grow the organization.
- Collaborate with the Communications and Operations Manager to manage the student sponsorship program (including managing sponsor communications and donations, matching sponsors with students, responding to field staff needs, managing student and sponsor database, coordinating student-sponsor letter process, etc.).
- Oversee U.S. and field staff database management and development (including Salesforce, Google Drive, payment processing system, etc.) coordinating training and support as needed.
- Streamline S.O.U.L.'s human resources systems and U.S. internship program.
- Manage legal items and needs in coordination with CEO/Co-Founder and board members as needed.
- Manage the office phone and organizational email accounts. Ensure the Communications and Operations Manager's coordination of snail mail.
- Manage Denver office space at the Posner Center.

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### **Marketing and Communications**

- Coordinate S.O.U.L.'s branding initiatives with the Communications and Operations Manager, development team, and CEO/Co-Founder.
- Oversee Communications and Operations Manager in maintaining the website, managing social media platforms, conducting social media audits, managing SEO, and facilitating strong public relations systems and initiatives.
- Oversee Communications and Operations Manager in generating and distributing organizational collateral, newsletters, and event-specific marketing materials.

### **Financial Management**

- Reconcile monthly income in collaboration with bookkeeper, communicate income updates and variances as needed, and support CEO/Co-Founder and Project Coordinators as needed in reconciling monthly Uganda expenses.
- Work with CEO/Co-Founder, development team, board members, and bookkeeper to develop the annual budget and to manage income and expenditures against the budget.
- Work with the Board to ensure strong financial controls and appropriate segregation of fiduciary responsibilities.
- Oversee the Communications and Operations Manager in documenting and depositing income.

### **Development and Donor Relations**

- Collaborate with Board of Directors, CEO/Co-Founder, and the development team to create annual fund development plans and schedules for foundational, individual, and corporate giving. Coordinate efforts to increase the organization's revenue and donor database, thereby supporting S.O.U.L.'s strategic direction.
- Oversee the execution of development schedules, ensuring that all activities are carried out in a timely manner. Assist team with grant writing and reporting if needed.
- Work with the development team to manage donor relations and donor acknowledgment correspondence, delegating to the Communications and Operations Manager as needed.
- Collaborate with the development team and the Communications and Operations Manager to design and execute strategies that maintain and engage S.O.U.L.'s current support network.

### **Event Management**

- Plan and execute special fundraising events (as specified in annual development plans), working in partnership with and delegating to the development team, the Communications and Operations Manager, and interns as needed.
- Manage and support S.O.U.L. events, including soliciting and managing event sponsorships, soliciting auction items, liaising with vendors (insurance, venue, catering and other technical support), overseeing marketing and social media outreach, and coordinating day-of-event duties as needed.
- Conduct event ROI analysis processes.

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- Organize and participate in event committees, coordinating with them to support event success.

### **Outreach and External Relations**

- Serve as the U.S. face of the organization and act as the primary contact for inquiries, office space, and community partners.
- Manage and develop the international volunteer program as determined by the strategic plan.
- Help identify and build relationships with community stakeholders and partners to advance the mission and fundraising goals of the organization.

### **Strategic Development**

- Work with the CEO/Co-Founder and development team to ensure that the three-year strategic plan reflects current programmatic, development, and operational work as well as future goals. With CEO/Co-Founder, oversee S.O.U.L. staff in progressing towards goals outlined in the strategic plan.
- Coordinate staff, interns, and volunteers in expanding S.O.U.L.'s model, including developing and marketing new program initiatives; expanding the S.O.U.L. network, partnerships, and student sponsorship model into new U.S. markets; and developing and marketing the Mulungi social enterprise program.
- Support Communications and Operations Manager and development team in strengthening S.O.U.L.'s boilerplate materials (i.e. key organizational language to be used consistently in grants, marketing and communications, outreach, etc.)
- Support development team as needed in building a more active Board of Directors.

## III. Qualifications

### **Education**

- Bachelor's degree in nonprofit management, communications, public relations, international relations, English, or a related field required. A Master's degree in a relevant field is preferred.

### **Professional Knowledge, Skills and Abilities**

- A minimum of 3 years' professional experience in a nonprofit or similar setting.
- Knowledge of nonprofit management, operations, administration, and finance, preferably in a similar setting.
- Knowledge of best practices in database management, marketing, communications, event management, and donor relations, preferably in a similar setting.
- Knowledge of volunteer resource management, preferably in a similar setting.
- Exceptional writing skills.
- Strong computer skills in Microsoft Office (Word, Excel, PowerPoint), Google Applications, internet and social media platforms, and CRM (Salesforce preferred).
- Knowledge of international development, East Africa, and S.O.U.L.'s program areas preferred.

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### **Personal Skills**

- Passion and commitment to S.O.U.L. Foundation's mission, programs, and future.
- Strong organizational skills and exceptional attention to detail.
- Effective written and oral communicator.
- Ability to take initiative, identifying opportunities and proactively putting forward ideas and solutions.
- Ability to be a team player while at same time able to work independently and be a self-starter and leader.
- Ability to manage time effectively and in several different areas, prioritizing tasks and creating deadlines for him/herself.
- Ability to remain calm under stress.
- Ability and willingness to work flexible hours.
- Positive, creative thinker who is ready to join a dynamic team.

### **Other**

- Ability to work at the Posner Center for International Development in Denver, Colorado.
- Valid driver's license and access to a vehicle, especially during events.
- His/her own computer.

### **IV. Working Conditions**

This person will be required to work regular office hours Monday–Friday and maintain a professional presence at the S.O.U.L. office at the Posner Center for International Development in Denver, CO. He/she will also need to work at other times as needs arise (e.g., events, meetings, etc.).

### **V. Compensation**

Compensation is commensurate with experience. Employment package includes ten vacation days, three personal days, three sick days, and eight national holidays per calendar year. Health insurance is not included.

### **VI. Application Instructions**

To apply, please send your resume, cover letter, and a professional writing sample to [jobs@souluganda.org](mailto:jobs@souluganda.org) by Monday, January 16, 2017. Interviews may begin sooner. No phone calls please.

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