



United Way of San Joaquin County

DIRECTOR OF NEST OPERATIONS FOR UNITED WAY OF SAN JOAQUIN COUNTY JOB DESCRIPTION

JOB TITLE:	Director of NEST Operations	WEEKLY HOURS:	40 hours
DEPARTMENT:		FLSA STATUS:	Exempt
REPORTS TO:	President/CEO	DATE:	December 2022

ABOUT UNITED WAY

The mission of United Way of San Joaquin County (UWSJC) is to improve the lives of people by mobilizing the caring power communities. This position takes place at United Way of San Joaquin County. Learn more at unitedwaysjc.org.

GENERAL FUNCTION: The NEST Director is a critical role to the support and functionality of the Nonprofit Enterprise Support Team and United Way's Nonprofit Capacity Building Program. The Director will guide and direct the internal operations of the physical NEST space providing support to guests, scheduling nonprofits as needed and ensuring that space and services out of the NEST are managed efficiently and meets the need of each guest. Marketing of the NEST is another key priority. A secondary role is the administrative management of the complimentary Nonprofit Capacity Building Project which is the education and training arm of the NEST. The Director will work in partnership with both consultants who develop the curricula and corresponding initiatives. In general, the Director will provide exceptional brand leadership, relationship building, project management, and leadership skills to help meet the short and long-term needs of the community. Responsibilities also include managing the complete lifecycle of projects with objectives that assist in delivering key and critical outcomes. This position requires a dedicated individual with a strong sense of customer support and dedication to the vision, mission, and team of United Way of the San Joaquin County.

PRIMARY AREAS OF RESPONSIBILITY:

Directs and leads organizational efforts which allows for optimum return on investment and successful measurable outcomes of programming for the NEST and Nonprofit Capacity Building Program that includes:

- Director of NEST Operations will provide direct project management support and leadership for Nonprofit Capacity Building Program and support of NEST capital and operations. Will coordinate all contracts and schedules with consultancies in alignment with the contractual obligations.
- Plan and implement complex business and operational projects including the strategic planning, quarterly reports and grants which support the long-term sustainability of NEST operations and the NCBP.
- Work with project teams, executive sponsors, and partners/stakeholders to develop detailed project management plans.



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- Consistently monitoring and reporting the progress of projects to internal and external stakeholders, including executives, other agencies, public officials, and others project partners.
- Actively market and brand the NEST in support of the program's initiatives and grant requirements. Active documentation of workflows for special events required for the NEST and NCBP operations.
- Oversight of budget for the NEST in partnership with Account Manager.
- Serve as primary contact for assigned affinity groups, community groups and activities including assisting with appointed outreach events.
- Serve on committees in support of the organization's mission and goals and performs other duties as assigned.
- Work in partnership with the CEO and other Directors who support large scale programs within UWSJC.
- Works with Content and Communication Specialists to actively promote the programs hosted within the NEST. Provide recommendations of social media promoting and content materials.

SUPERVISORY RESPONSIBILITIES: None at this time. Will oversee all consultants who have roles and responsibilities for NEST related projects.

JOB RELATIONSHIPS WITH: Interacts with team members at all levels of the organization.

MINIMUM KNOWLEDGE & SKILLS REQUIRED:

- Bachelor's degree required in Project Management or related field (education, business, nonprofit) and minimum of 5 years' experience with demonstrated results preferred.
- Minimum 3–5 years' experience in agency and/or community building activities in a non-profit or governmental setting.
- Proven experience creating and executing strategic project plans.
- Ability to set and sort priorities and maintain confidentiality.
- Solution-oriented, strategic thinker, and communicator.
- Strong writing, editing, planning and relationship management skills.
- Strong analytical ability; must be able to interpret, report and use data.
- High proficiency in oral and written communication.
- Excellent interpersonal skills, willing to work in a public speaking capacity.
- Proficient in Microsoft Office.
- Ability to work independently while keeping management informed of progress.
- Ability to multitask, prioritize work, and meet tight deadlines with results.

WORKING CONDITIONS:

- Normal office environment with little exposure to dust, noise, temperature, and the like.
- Ability to lift up to 25 pounds.
- Extended viewing of computer monitor.



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- Occasional local travel within the regional area.
- Position will include both in-office and remote work options.

COMPETENCIES:

- Communication Skills
- Interpersonal Skills – Builds Relationships
- Technical Skills using Microsoft programs, social media, communications and project management platforms.
- Leadership and Team Building
- Measurable Impact – Achievement Oriented

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EQUAL OPPORTUNITY EMPLOYER

United Way of San Joaquin County is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, age, or military or veteran status in accordance with federal law. In addition, United Way of San Joaquin County complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. United Way of San Joaquin County also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.

DIVERSITY & INCLUSION STATEMENT OF PRINCIPLE

United Way of San Joaquin County opposes discrimination of any form as evident in our Diversity and Inclusion Statement of Principle. **We value** the visible and invisible qualities that make you who you are. **We welcome** that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community. **We believe** that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems. **We strive** to include diversity, equity, and inclusion practices at the center of our daily work. **We commit** to using these practices for our business and our communities.