



Title: VP Operations & Demand Planning Division/Department: Operations

Reporting To (title): VP & Director of Finance and Administration

FLSA Classification: ☒ Exempt ☐ Non-Exempt

Employment Type: ☒ Full Time ☐ Part Time ☐ Intern ☐ Temporary/Contract

## POSITION SUMMARY

This position will focus on the overall productivity of the Operations organization. The individual will be responsible for ensuring our grant-making team is operating at its highest potential day in and day out. They will also be responsible for ensuring our grant-making processes, including the onboarding of clients/events, application workflow/management, and distribution of approved relief allow for consistent and successful outcomes. In the immediate horizon this role will work to establish and regularly report on meaningful KPIs that will allow us to not only highlight staffing needs but also areas we need to enhance processes to ensure our applicants receive a consistent, compassionate, accurate, and timely review for relief as well as timely distribution of relief, if awarded. This role will be critical to the long-term success of the organization and will need to balance the immediate needs of today with the long-term goal of becoming the unchallenged world-wide leader of grant-making to individuals.

## DUTIES & RESPONSIBILITIES

### Program Management

- Oversees a team of Program Delivery Managers and Grant Specialists in a fast paced, demanding environment.
- Accountable for team production and workflow to ensure that E4E Relief meets its contractual demands for volume, timeliness, accuracy, and customer service.
- Manages the day-to-day operations of the entire grant-making function which currently includes functional areas of applicant support, grant decisioning, grant payments, and quality control including professional development, coaching employees; planning, monitoring, appraising, and reviewing job contributions; and enforcing all relevant E4E Relief policies and procedures.
- Successfully manages Operational capacity to support the current and near-term application volume expectations and pro-actively rectifies overages/shortfalls.
- Develop and support a continued culture centered on compassion, teamwork, and quality.
- Responsible for designing and developing key performance indicators, organizational metrics, and controls to best optimize the team including the ideal response(s) and hiring pattern(s) for E4E Relief.
- Ensures all relevant client specific program documentation is consistent, easily understood, up-to-date, and readily available to Operations staff

### Program Facilitation

- Builds and supports the business intelligence reporting efforts for quality control and customer experience purposes
- Improves operational systems, policies and processes to ensure the organization's success
- Manages relationships with internal team members and vendors to ensure seamless delivery of products to clients
- Continues to introduce "lean" operations thinking into the team and looks for efficiencies related to technology investment
- Works collaboratively with the Chief Product Officer, Director of Cx, and Director of Operations & Finance (as well as others) to implement new processes and procedures to support expected growth and evolution of our program delivery service model/product offerings.

- Assists in documenting and implementing departmental policies, goals, objectives and procedures, conferring with staff members as necessary to ensure that E4E Relief meets its contractual demands for volume, timeliness, accuracy and customer service
- Ensure that all systems are functioning properly, and work with the Vice President of Information Technology, Director of Operations & Finance and System Support Specialist to remedy any issues as quickly as possible.
- Identify opportunities, issues and trends within the respective Employee Relief Programs and notify appropriate team members.
- Additional projects as assigned

#### Event Command Center Management and Support

- Working with operations leadership, pre plan, provide readiness training, rapidly scale up the operations team, and the on-going management of a crisis response
- Serve as lead manager of the Command Center, as necessary
- Communicate disaster operations plan to key stakeholders, through CX and relationship management team
- Continuously adjust and improve disaster plan to account for realized efficiencies in processing growth as well as expected increases number of applications
- Annually plan E4E Relief's response to a catastrophic natural disaster that drives a significant increase in operations in large scale increases to application volume

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

### JOB QUALIFICATIONS

- BS degree in engineering, finance, supply chain/ operations management or related field; MBA or other graduate degree in management field preferred
- 10 or more years' experience in operationally related role with specific focus in logistics/supply chain preferred
- Experience in dealing with "Big Data" and keen focus on leaning into technology as a means to improve the speed and quality of processes
- Experience distilling and presenting data in an easy to understand format for all levels of an organization
- Strong analytical skills, service orientation,
- Excellent interpersonal and communication skills;
- Strong organization skills and attention to detail;
- Self-motivated and able to multi-task in an independent and timely manner
- Budget development and oversight experience preferred
- Familiarity with business and financial principles and practices
- Highly proficient in Microsoft Office applications, particularly excel. Demonstrated proficiency in data analysis and business intelligence reporting tools
- Ability to effectively communicate with all levels of the organization
- Leadership and detail orientation with keen organizational skills
- Process improvement and project management experience
- Ability to be calm and flexible in a fast-paced work environment; skilled in dealing with challenging client situations and resource constraints

This role is in Charlotte, NC. While we are temporarily working remotely during the COVID-19 pandemic, the position will require in-person presence in Charlotte.

Note: Proof of fully authorized vaccinated Covid-19 status is required (or E4E Relief authorized religious or disability accommodation).

### POSITION SPECIFIC QUALIFICATIONS

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: ☐ Communication & Interpersonal Skills

Executive Team: ☒ Leadership

☒ Strategic Thinking

☐ Fiscal Stewardship

All Supervisors:

☒

Delegating Responsibility &  
Empowering Employees

☒

Managing Employee  
Performance

☒

Ensures Consistent  
Policies & Practices

General:

☐

Affiliate Management

☒

Budgeting & Cost Awareness

☒

Building Organizational  
Commitment

☒

Building Team Environment

☐

Client Records

☒

Concern for Employee  
Satisfaction

☐

Customer Skills

☒

Dependability

☒

Ensures Proper Training in  
New Technologies

☐

Entrepreneurial Orientation

☐

Equipment Skills

☐

Fund Management

☐

Implementing New Technologies

☒

Initiative

☒

Innovative Thinking

☐

Job Skills

☐

Managing Meetings

☒

Managing Multiple Priorities

☒

Meeting Targets

☐

Presentation Skills

☒

Product Knowledge

☒

Productivity

☒

Project Management

☒

Quality of Work

☐

Relationship Building/Networking

☒

Results Oriented

☐

Technical Skills

☒

Time Management

☒

Training & Development

☐

Writing Skills