

# ICG OPERATIONS MANAGER

## Summary

Ithaca Children's Garden (ICG) is pleased to announce a new senior level position, Operations Manager. ICG seeks an experienced, resourceful, and results-oriented senior leader to skillfully manage all business aspects of this mission-driven organization, including finance, human resources, and supervising a motivated team. Position reports to Executive Director and oversees Business and Education Departments. While position starts at 20 hours/week, the successful candidate will be motivated to grow towards a full time position starting in the next 6-18 months. Applications accepted through April 20 or until position is filled. Individuals who bring a diverse perspective and are supportive of diversity are strongly encouraged to apply. ICG is an Equal Opportunity Employer. ICG is prepared to offer a compensation package that includes a competitive base salary as well as flex time, generous vacation benefits, and limited health and retirement benefits.

## Applying

To apply, send cover letter and resume to Erin Marteau, Executive Director:

[erin@ithacachildrengarden.org](mailto:erin@ithacachildrengarden.org) with subject line: Operations Manager Application.

Applications accepted through May 1 or until position is filled.

## Organization

Founded in 1987, Ithaca Children's Garden is a 501(c)3 nonprofit, with a mission to inspire, promote, and sustain youth and community stewardship of the natural environment through garden-based learning and discovery. We do this by offering a beautiful, whimsical, and welcoming 3-acre public children's garden and innovative environmental education programs year-round for all ages. ICG is located in Ithaca, NY.

For more information, please visit [www.ithacachildrengarden.org](http://www.ithacachildrengarden.org).

## Position

Ithaca Children's Garden has been growing steadily and is now seeking to accelerate growth. The board and executive director (ED) are looking for a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization, leading a senior management team, and developing a performance culture among a group of diverse, talented individuals. The Operations Manager must be a leader who is able to help others at Ithaca Children's Garden deliver measurable, cost-effective results that make the vision a reality. Importantly, the successful Operations Manager will have the skills, sensitivity, and confidence to tap into the power that each member of the team brings to this mission. While it is essential that the Operations Manager bring efficient and effective systems to increase the productivity of the organization, it is also critical that the team retain the creative spark that drives the ICG philosophy and culture.

## Responsibilities

Reporting to the ED of Ithaca Children's Garden, the Operations Manager will lead internal operations and will have the following responsibilities:

- Working in partnership with the ED, support the strategic five-year plan and implement new processes and approaches to achieve it
- Serve as the internal manager of the organization:
  - Coordinate and manage the annual operations plan and budget
  - Lead the performance management process that measures and evaluates progress against goals for the organization
  - Provide a strong day-to-day leadership presence; support an open-door policy among all staff
- Lead and manage the organization's department heads who have the following responsibilities:
  - Finance, Technology, and Human Resources
    - Produce and implement a Balanced Scorecard metric throughout the organization
    - Cultivate the values of ICG within the organization
    - Instill a human capital development and "coaching" culture within ICG; upgrade human resources functions including: training, development, compensation and benefits, employee relations, performance evaluation and recruiting
    - Develop an accounting system that provides the organization with quick access to financial information and enables strategic budgeting

- Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall
  - Fundraising support
    - Budgeting
    - Development and implementation of systems for reporting, measurement and supporting local revenue generation
    - Administrative aspects including proposal preparation, grant writing, and reporting
  - Education & Programs
    - Increase key impact measurements
    - Ensure that all programmatic partners renew their contracts
    - Develop curriculum, tools, and training that meet budget guidelines

## Key Qualifications

As a prerequisite, the successful candidate must believe in the core values of ICG and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead social change. Beyond that, we are seeking a candidate that has proven experience in scaling an organization and a demonstrated ability to both lead and build the capabilities of a driven, bright, diverse team.

The successful candidate will most likely have had management experience with a for-profit or non-profit organization. As noted, this is an organization driven by the values of its people, so experience in managing a “values-driven” organization will be highly prized. Additional requirements are:

- Results-proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen including successful P&L management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness
- Agility—ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Capacity Building—ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly
- Management and Organization—exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower staff from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed

- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
- General Management—thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
- Solid educational background—undergraduate degree required; MBA or similar advanced degree highly desired
- Ability to increase hours as organizational capacity grows

## Compensation

This is a unique opportunity for a highly motivated professional to assume a pivotal role in the evolution of a growing, highly respected organization. We are seeking an individual of outstanding quality with a respected track record. ICG is prepared to offer a compensation package that includes a competitive base salary as well as flex time, generous vacation benefits, and limited health and retirement benefits. 20 hours/week, \$18-20/ hour with strong possibility of increasing hours in 6-18 months.