



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

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|--------------------------------------------------|-----------------------------------------|
| <b>JOB TITLE:</b> DIRECTOR, OPERATIONS           | <b>REPORTING TO:</b> EXECUTIVE DIRECTOR |
| <b>DEPARTMENT:</b> UNITED FOR FINANCIAL SECURITY | <b>POSITION:</b> FULL-TIME/EXEMPT       |

**Purpose of Position**

The Director, Operations for United for Financial Security (U4FS) provides strategic leadership and operational oversight to ensure the success and sustainability of a complex portfolio of programs. This role is responsible for building a strong operational infrastructure, driving program excellence, and ensuring measurable impact through data-driven decision-making. The Director will play a critical role in aligning resources, partnerships, and processes to advance U4FS's mission of improving financial stability for individuals and families.

**Key Duties and Responsibilities**

- **Strategic Leadership & Planning**
  - Develop and manage the U4FS program calendar, work plans, and timelines to ensure seamless execution of initiatives.
  - Lead strategic planning efforts to align programs with organizational goals and community needs.
  - Identify and implement opportunities for service integration across U4FS and other OCUW initiatives.
- **Financial & Operational Management**
  - Oversee program budgets, ensuring fiscal responsibility and alignment with grant requirements and organizational priorities.
  - Monitor financial performance and recommend adjustments to optimize resources.
- **Data, Evaluation & Reporting**
  - Lead data collection, analysis, and evaluation to measure program outcomes and inform continuous improvement.
  - Ensure timely and accurate completion of grant reports, funder deliverables, and compliance requirements.
- **Partnership Development & Community Engagement**
  - Build and maintain strong relationships with partner agencies, employers, community organizations, and other stakeholders to enhance service delivery.
  - Represent U4FS in community coalitions, committees, and collaborative initiatives to strengthen visibility and impact.
- **Team & Organizational Collaboration**
  - Coordinate with internal departments to align marketing, fundraising, and program strategies.
  - Organize and facilitate internal meetings to ensure accountability and progress toward



goals.

- **Innovation & Sustainability**

- Support the strategic growth and long-term sustainability of U4FS programs through innovative approaches and resource development.
- Stay informed on emerging trends and best practices in financial security and community development.
- Other duties as assigned.

### **Job Requirements /Technical Knowledge**

- Minimum of 5 years of progressive leadership experience in nonprofit, public, or private sector operations.
- Bachelor's degree in nonprofit management, public administration, business administration, or related field preferred.
- Proven expertise in project management and leading large-scale community initiatives.
- Strong understanding of social, economic, and political issues impacting Orange County or similar communities.
- Exceptional leadership, communication, and organizational development skills.
- Ability to engage and collaborate with diverse communities and stakeholders.
- Skilled in team building, group facilitation, and strategic planning.
- Proficient in Microsoft Office Suite; experience with data management systems preferred.
- Self-starter with a goal-oriented mindset and adaptability to change.
- Strong relationship-building skills with staff, partners, and volunteers.
- Commitment to equity, inclusion, and culturally responsive practices.
- Valid California driver's license, access to a car, insurance, and a good driving record.

### **Compensation**

- Commensurate with experience, education, and market, \$90,000-\$120,000. Competitive benefits.

### **Core Competencies**

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and



correspondence; ability to speak effectively before groups of customers or employees of organization.

**Company Standards**

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

**Send Cover Letter and Resume To:**

[recruiting@unitedwayoc.org](mailto:recruiting@unitedwayoc.org)

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[www.unitedwayoc.org](http://www.unitedwayoc.org)