



Director of Operations | Job Description

Reports to: Executive Director

Compensation: \$100K – \$115K

Job Type: Full-Time, Exempt

Location: New York, NY (Harlem), Hybrid schedule with 3 days/week on-site (minimum)

About the Position:

The Children's Storefront is seeking a Director of Operations who can take us from start-up to well-oiled machine as we work to expand our impact and further our mission: to work with families to promote healthy brain development in children's first thousand days of life, building a strong foundation for lifelong success.

In 2022, TCS opened a first-of-its-kind community playspace specifically designed to provide free play-centered sessions that foster infant and toddler brain development. Since then, our organizational infrastructure has been built by a small, dedicated group, primarily program staff. This new role will lead us through a process of clarifying roles, centralizing internal support under a single department, leading long-term operational planning, and leveling up our day-to-day operations across technology, finance, facilities, and HR as we scale our impact over the next several years.

The Director of Operations will manage one direct report (our Operations Manager). TCS offers a flexible hybrid schedule, with a minimum of three days per week in our physical space. Occasional evening or weekend flexibility for special events will be required, as well as the availability to serve as an escalation contact for urgent, off-hours facility needs.

Key Responsibilities:

Operational Leadership & Strategy

- Serve on the organization's growing leadership team alongside the Executive Director, the Director of Development, the CFO, and the Program Director, helping to set organizational priorities and guide The Children's Storefront through its next phase of growth.
- Lead long-term operational planning, building the systems, infrastructure, and roadmap that carry the organization from start-up to scale.
- Provide intentional, supportive leadership and professional development for the Operations Manager, establishing clear expectations while acting as a sounding board and mentor to help them continue to grow and succeed.
- Oversee the organization's HR function and systems, including policies, compliance, onboarding and offboarding, and administration of our PEO platform (Justworks).
- Develop and manage the operations budget, allocating resources effectively across technology, facilities, HR, and risk.

Technology & Database Management

- Oversee the organization's core tech stack (Neon CRM, Google Workspace, Zoom), serving as the hands-on "super-user" and primary administrator responsible for data hygiene, user permissions, and both internal and external reporting for programs, fundraising, and accountability to all stakeholders.
- Evaluate workflows and system adoption within Neon to streamline processes, maximize staff efficiency, and lead necessary upgrades or adjustments.
- Translate technical concepts into practical documentation and training to ensure staff use internal systems confidently and maintain high data quality.
- Manage overall IT infrastructure, hardware inventory, technology contracts, and IT vendors; handle day-to-day tech support and system maintenance; and serve as the escalation point for complex issues.

Cross-Functional Coordination

- Design and refine operational frameworks, logistics, and internal workflows to ensure organization-wide activities run efficiently and consistently.
- Coordinate across Finance, HR, Programs, and Development to resolve operational challenges and ensure accurate, timely information flow across departments.

Facilities & Office Administration

- Provide strategic oversight of all physical office and facilities, collaborating with the Operations Manager to manage relationships with landlords, utilities, maintenance, and office vendors.
- Ensure all current and future physical workspaces meet local safety codes and fire regulations and are suitable for program needs.
- Support organizational financial health by tracking operational expenditures, managing credit card allocations/receipt tracking, and partnering with our external bookkeeping/finance team to ensure smooth monthly reconciliation and reporting.

Security, Compliance & Risk Management

- Provide oversight of all organizational insurance policies (including general liability, cyber, and D&O), serving as the primary liaison with brokers and carriers.
- Establish and maintain participant safety and liability protocols for anyone entering our spaces, including a comprehensive overhaul of the organization's liability waivers and the participant intake and tracking process.
- Proactively identify, assess, and mitigate technology-related, physical, and operational risks to ensure a safe environment for staff, volunteers, and participants.
- Maintain cybersecurity best practices, including data protection, access controls, backup protocols, and disaster recovery planning.

Qualifications:

- Bachelor's degree or equivalent practical experience in Operations, Information Systems, Nonprofit Management, or a related field.

- 5+ years of experience in operations management, database administration, or organizational infrastructure, ideally within a lean or growing team environment.
- Proven experience directly leading system improvements, migrations, or data integrations, with a strong preference for hands-on experience in Neon CRM or similar database tools.
- Demonstrated ability to audit workflows, identify inefficiencies, and design practical processes that improve cross-departmental collaboration.
- Experience managing vendor contracts, hardware inventory (laptops/equipment), and tracking operational or technology budgets.
- Practical knowledge of data privacy, cybersecurity fundamentals (such as access controls), and establishing participant safety or liability protocols, or the strong ability and interest to learn.
- Strong collaboration skills, with a track record of working hand in hand with staff across multiple functions (Finance, HR, Programs, and Development).
- Experience creating user-friendly documentation and leading training to support staff adoption of internal tools.
- Exceptional problem-solving, communication, and organizational skills, with the ability to balance strategic planning with daily execution.
- Models a kind, warm, and approachable demeanor that reflects the supportive, family-centered environment of our community playspace.
- A strong interest and belief in our mission and a commitment to providing the best possible service to the families we serve.

Physical Requirements: Must be able to navigate a dynamic, multi-use community playspace environment and lift/move IT hardware or facility supplies up to 25 lbs.

Benefits:

- **100% Employer-Covered Health, Dental, & Vision:** Comprehensive medical, dental, and vision insurance premiums are paid 100% by the organization.
- **401(k) Retirement Plan:** Access to a retirement savings account (no employer match currently available).
- **Generous Paid Time Off:** A flexible bucket of paid vacation and sick time, standard organization holidays, and a paid year-end shutdown from December 24 to January 1.

How to Apply:

Please submit your resume and a brief cover letter outlining your experience to **HR@thechildrensstorefront.org** with the subject line "Director of Operations - [Your Name]".

Applications will be reviewed on a rolling basis.

The Children's Storefront is an Equal Opportunity Employer and actively seeks a diverse pool of applicants. All employment decisions are based on organizational needs, job requirements, and individual qualifications without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability.