



CAMPAIGN OPERATIONS DIRECTOR, GENERATION TO GENERATION

Location: San Francisco

Encore.org is a national nonprofit building a movement to tap the skills and experience of those in midlife and beyond to improve communities and the world. Originally called Civic Ventures, Encore.org was founded in 1997 by social entrepreneur Marc Freedman and grew out of a desire to transform the aging of America—one of the most significant demographic shifts of the 21st century—into a powerful, positive source of individual and social renewal. Our ultimate goal is to create a better future for young people and future generations.

Encore.org's Generation to Generation (Gen2Gen) Campaign

Generation to Generation is a five-year campaign, powered by Encore.org, to mobilize a million adults 50+ to dedicate their time, talent and experience to help young people thrive, and to unite all generations to create a better future.

While the United States is among the world's richest countries, millions of children in this country live in poverty and lack the resources and support they need to live fulfilling, successful lives. Reversing this trend must become a national priority—and a key resource for this effort is hidden in plain sight: The millions of Americans moving into their 50s and beyond who want to leave a positive legacy for future generations. Encore's latest research indicates that 29 percent of adults 50+ are very/extremely interested in participating in the campaign, translating to a receptive target audience in excess of 30 million people.

These two groups—children in need of supportive adult relationships and adults with the time and inclination to fill those roles—fit together like the pieces of a jigsaw puzzle. The campaign will bring them together through three complementary strategies:

1. We'll mobilize the million.
2. We'll build a cross-sector network of organizations, to help us mobilize the million, and to serve as thought partners in identifying and solving the big obstacles that stand in our way.
3. We'll change the narrative around aging in this country, so that service to children and youth is embraced as a compelling—and highly accessible—pathway for adults 50+.

The Position: Campaign Operations Director, Generation to Generation

This position reports to the Vice President/Campaign Director, and is a full-time, exempt position. World-class operations are vital to the success of the Gen2Gen campaign. The Campaign Operations Director will be responsible for managing the day-to-day operations of the campaign, working closely with the rest of the Gen2Gen team and staff across Encore.org. Key responsibilities include proactively managing deliverables, coordinating across campaign teams as needed, troubleshooting challenges and creating the infrastructure and conditions that sustain and continuously improve the operations of a high-functioning team. The Campaign Operations Director will function similarly to a Chief of Staff, guiding and coordinating cross-team projects with the responsibility and authority to make decisions about allocations of staff time and financial resources as necessary, balancing at all times the overall perspective of the entire campaign with the needs of each Team Leader and the resources at our disposal. The Campaign Operations Director will also supervise the Learning and Evaluation Director, the Campaign Project Coordinator, and the Campaign Administrative Assistant. The Campaign Operations Director will be a peer to the Encore.org Operations Director. They will work in close collaboration to integrate the operations function across Encore.org systems and programs.

Responsibilities

Planning and Project Management

- In partnership with the Campaign Director, plan and refine strategy and work plans with Team Leaders.
- Participate in coordination meetings in every campaign area to maintain the necessary level of knowledge to manage overall campaign operations.
- Ensure key objectives are met by providing task alignment, continuous quality improvement, knowledge management, priority adjustment, team coordination, reallocation of resources as needed and tracking of deliverables, deadlines and milestones.
- Brief Campaign Director weekly on team progress toward high-level deliverables and advise Campaign Director on all substantial decisions related to the campaign.
- Develop team-meeting agendas, and lead team meetings and retreats.
- Provide project management of Gen2Gen special events as needed.

Operations

- Actively manage and oversee spending within the board-approved budget; reconcile budget on a monthly basis with Encore.org finance team.
- Review, approve and submit to finance all reimbursement requests and invoices.
- Track grant deliverable and reporting requirements and, in partnership with the Campaign Director, oversee fulfillment of grants and reporting.
- Manage on-boarding process for new team members and contractors; manage business relationships with contractors.
- Manage skilled volunteers in support of the campaign.
- Manage all recurring campaign calls and webinars, internal and external.
- Supervise all campaign administrative, operations and metrics-related staff.
- Work in close collaboration with the Encore.org Operations Director to integrate campaign activities with Encore.org systems and processes, as well as with Encore.org programs, as appropriate.

Team Support

- Proactively identify and remove barriers on behalf of the entire campaign team.
- Nurture a positive work environment by proactively seeking ways to celebrate individual and team successes.
- Implement team operating values and team policies.
- Respond to staff inquiries regarding the campaign or Encore.org policies and procedures.
- Manage performance review process and team-building

About You

You're passionate about the aims of the Gen2Gen campaign. You're fanatical about systems and processes, and you just itch to make things work better (a plus if your sock drawer is impeccably organized). You hold the big vision and the day-to-day details in mind simultaneously. You're positive and resilient, deeply attuned to different people's work styles and strive to design systems that are elegant and efficient, and also extremely user-friendly. You can juggle (literally or metaphorically).

You love data, not for its own sake, but for how it can help you and the team work faster, smarter and more effectively. You are decisive and have an intuitive sense about when you need to seek counsel and when you should just make the call. You're intensely curious, eager both to learn new things and to regularly question your own assumptions. You find enormous satisfaction creating the conditions for work to happen seamlessly and in which your contribution may be most notable for being indispensable-yet-invisible.

Key Qualifications

- Proven success with lateral and supervisory management, including strong negotiation, mediation and listening skills, and the ability to inspire and motivate colleagues and supervisees.
- Track record of demonstrating sound judgment (e.g., by making appropriate decisions, anticipating problems and innovating creative solutions), managing complex situations with discretion and tact and prioritizing and completing tasks in a skillful and timely fashion.
- Excellent oral and written communications skills.
- Strong project-management skills, including being detail-oriented and managing toward aggressive timelines.
- Skill in process-level thinking (i.e., ability to optimize systems and resources and anticipate critical next steps).
- Experience developing and managing budgets.
- Comfort/familiarity with continuous quality improvement, statistical analysis and/or other quantitative skills, a plus.
- Event-planning experience, a plus.
- Experience managing contractors, a plus.
- A good sense of humor.
- Working knowledge of Microsoft Word, Excel, PowerPoint, Webex, Salesforce and familiarity with online collaboration tools (e.g., Google docs, Google Hangout, Box, etc.).
- Willingness to travel domestically quarterly.
- Bachelor's degree or equivalent and minimum five years of professional experience.
- Content knowledge and familiarity with relevant subject matter (e.g., vulnerable children and youth, topics related to aging, etc.) a plus.

How To Apply

Please submit your resume in Word or PDF format, along with a cover letter describing your interest and qualifications, by January 20, 2017. Applications will be reviewed on a rolling basis. Please respond to these two questions in your cover letter:

- What excites you about the Gen2Gen campaign?
- What excites you about the role of Operations Director, and what specific expertise and experiences will you draw on to do the job?

Please note: Cover letters will be judged as writing samples; no application will be considered without a cover letter. Please send your resume and letter as one document to **jobs@encore.org**. Name your attachment with the format: “LastName Gen2Gen OPS 2017 Application” (e.g., “Hamilton Gen2Gen OPS 2017 Application”). Applications that do not follow this format may not be reviewed.

It is Encore.org’s policy to employ, compensate and advance personnel without regard to race, creed, color, sex, religion, national origin, age, sexual orientation, height and weight, disability, gender identity or expression, marital status, partnership status, genetic predisposition or carrier status, military status, arrest record and any other characteristic protected by law. We are an Employer of National Service: AmeriCorps, Peace Corps and other national service alumni are encouraged to apply and to tell us how your service experience has shaped your career.

*We are seeking to develop a multigenerational and diverse team. Qualified people of all ages and backgrounds are encouraged to apply. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Open until filled.*

A Note on Encore.org’s Culture

Our staff members are part of a social movement that challenges old norms and seeks to establish a new definition of success in later life. We are a small, geographically distributed team, committed to making a significant impact. We attract people who think about how small investments can yield big results in the service of Encore.org’s mission.

We work hard, and we value our colleagues and the causes we dedicate time to outside of working hours. We understand the importance of commitments—family and otherwise—beyond Encore.org. Vacation time is meant to be used.

As an organization focused on deploying human talent in innovative ways, we try to walk the talk. We strive to have an intergenerational team. We also encourage and sometimes require flexible work; results matter more than face time. Many Encore.org positions require some or a great deal of travel; all require the use and mastery of a growing array of virtual tools.

Perhaps most important, Encore.org is in a period of transition and growth. We work in a dynamic environment that values mutual respect, rapid response to changing conditions or new opportunities, flexibility and intelligence, as well as a sense of humor and humility. Those who thrive tend to be creative, entrepreneurial types who are dedicated to our mission and who know how to execute ambitious plans in a lean environment.