



ONE PURSE

*empowering dreams*

## Director of Operations

---

Reports to: **CEO**

Status: **Full-time Exempt**

Direct Reports: **Service and Support Manager and E-commerce Manager**

### **Position Summary:**

The Director of Operations will be accountable for the day-to-day operations of the organization. This role will lead and oversee all aspects of the organization's productivity and performance related to client programs, stakeholder services, personnel management and e-commerce systems, inventory, and sales. This individual will build, implement and maintain healthy systems of training, communication and talent acquisition to ensure the organization's culture is grounded in our mission, vision and values. This position will work closely with senior management to meet company objectives and develop long-term operational strategies.

**The Director of Operations for One Purse directs and manages the following key areas of responsibility.**

### **Operations:**

Operations includes responsibility for organizational systems and processes, directing workflows, internal communications, office management, stakeholder support, and resource acquisition.

- Defining and implementing operational policies and guidelines for the organization.
- Leading and collaborating across functional areas to ensure organization-wide operational compliance and efficiencies.
- Identifying opportunities for growth and creating strategies to seize them.
- Reviewing budgets to ensure adherence and evaluate margins.
- Participating in the procurement of organizational resources and financial support.

### **Organizational Culture:**

Organizational Culture includes modeling, cultivating and reinforcing organizational values through personnel selection, feedback, staff development and accountability.

- Fostering healthy organizational culture through consistent communication and relevant, timely performance evaluations.
- Working with the HR/Finance Administrator to create job descriptions, hire competent personnel and oversee employee training programs.

- Encouraging self-awareness, self-leadership and personal development through assessments, staff enrichment activities, and workshops.
- Providing staff with opportunities for professional development and growth in additional skills and areas of contribution.

**Program Administration:**

Program administration includes directing our social enterprise and scholarship programs.

- Researching, developing and executing new e-commerce growth initiatives.
- Overseeing all program elements, activities and implementation.
- Building and nurturing partner and community relationships.
- Ensuring all clients and program employees have clarity of expectations and access to available resources and support.

**Position Requirements:**

1. Master's degree, or equivalent combination of job-specific experience
2. Minimum 5 years' experience in personnel and process management
3. Strong proficiency in Google Drive and/or Microsoft OneDrive
4. Ability to work evenings, early mornings, and weekends as job requires
5. Ability to use personal vehicle for business use (mileage reimbursed)

**Competencies:**

- **Strategic Ability**  
Generates a clear personal vision of what the future could be like  
Has a clear set of targets and priorities  
Has a strong strategic sense of where to go next
- **Decision-Making Ability**  
Establishes priorities decisively for themselves and others  
Works positively and effectively in ambiguous circumstances  
Quantifies the influence that major decisions are likely to have
- **Growth Minded**  
Self-starter who seeks opportunities for personal growth  
Ability to receive and grow from constructive feedback  
Challenges growth in others through healthy communication in staff meetings, employee reviews and all internal facing relationships
- **Teamwork and Delegation**  
Builds "bridges" with others to maximize cooperation and consistency  
Invites input from others with different experiences or perspectives  
Gives clear and easy-to-understand instructions
- **Results Focus**  
Identifies wasted effort or effort that does not produce valuable results

Encourages people to think about how their efforts are adding value  
Demonstrates consistent enthusiasm for achieving results

- **Written and Verbal Communication**

Varies style to meet the needs of different audiences

Is clear and informative in all communication

Shows attention to detail, providing content free of grammatical or spelling errors

Ensures that all communications represent the brand and values of One Purse

Forward Resume to [Admin@onepurse.org](mailto:Admin@onepurse.org).

213 N. Mills Ave.

Orlando, FL 32801

Onepurse.org



## Mission, Vision, Values

---

### Mission

One Purse empowers survivors of sex trafficking to build healthy and sustainable lives.

### Vision

Every survivor of sex trafficking has access to resources to embrace freedom and a hope-filled future.

### Values

- Serve all with dignity and respect
- Celebrate beauty refined through brokenness
- Do hard things with grace and perseverance
- Collaborate for hope and freedom