

Director of Business Operations

Location: Nashville, TN or Phoenix, AZ preferred and remote possible

Reports To: CFO

NIET is seeking a director of business operations to manage the organization's business managements tools, systems, and policies, including maximizing the organization's use of tools like Salesforce, Mission Control, Concur, and Intacct; supporting the organization's partnership development and project management functions; and ensuring that business management policies are regularly reviewed and followed. Exemplary candidates will have experience identifying opportunities for business process improvements, developing and implementing tools and systems, and maximizing the effectiveness and efficiency of tools paired with an internal customer-service orientation.

Position Responsibilities

- Administrator of Salesforce, Mission Control, and related systems
 - Serve as primary point of contact internally and externally for Salesforce and Mission Control
 - Identify opportunities for integration with other systems and tools the organization utilizes and implement process improvements
 - Serve as a thought partner to executive leadership related to utilizing tools to execute the organization's strategic plan
 - Create users, passwords, and templates and ensure integration with Outlook troubleshooting issues as necessary
 - Oversee the backup of information in Salesforce and ensure security features are functioning properly
 - In partnership with the HR and Payroll Generalist, ensure weekly time reporting of all team members
- Partnership Development and Project Management
 - Ensure that the organization's partnership development function is being executed in Salesforce and support the creation of opportunities as necessary
 - Support the President and other team members in their partnership development efforts, including proposal creation, product creation, partnership contract management, and participating in monthly internal partnership development calls
 - Create custom reports to support the vice president of services and executive director of service operations, CFO, and other executive leaders, including opportunity pipeline reports, financial reports, and partnership information reports
 - Oversee invoicing for the organization and manage the organization's aging receivables
- Business Operations Management
 - In partnership with the CFO, review the organization's procurement policy, travel and reimbursement policy, and other business operations policies on an annual basis and update as necessary

- Research and implement an organization-wide non-disclosure agreement
- Assist the CFO with management of vendor contracts
- Assist the CFO with the implementation of a cloud-based budgeting tool and other business operations tools as necessary

Desired Qualifications

- 6+ years of progressive experience utilizing and serving as an administrator of Salesforce for an organization
- Experience managing others
- Track record of identifying necessary process improvements followed by determining and implementing organization-wide solutions
- Bachelor's degree
- Exhibit NIET's core values
- Strong communicator and listener with a demonstrated ability to build trust and strong relationships with both internal and external stakeholders
- Outcomes driven—motivated by achieving set metrics