Title: Program and Operations Director

Schedule: 40 hours per week, Full-time
Agency: The Diversity Center (TDC)
Reports To: The Executive Director
Location: Santa Cruz (main office is in Santa Cruz, but work is county-wide), CA
Website: Diversitycenter.org

AGENCY MISSION: The Diversity Center is building an equitable community where LGBTQ+ people thrive.

ABOUT US: The Diversity Center was founded in 1989 to support and advocate for LGBTQ+ people, so that they can thrive within Santa Cruz County. We accomplish this through multiple strategies, such as creating meaningful programs for the more marginalized parts of the LGBTQ+ community; specifically, transgender individuals, seniors, youth, and Latinx people. We also serve the entire LGBTQ+ community by providing information and referrals through our walk-in community center, online resource directory, community calendar, and community events. Our efforts impact the wider community as well, reaching beyond our core target population of LGBTQ+ people to provide education and training designed to open hearts and minds and to create lived equality. The Diversity Center reached over 2,500 people last year through our Triangle Speakers educational speakers' bureau and specialized trainings.

OVERVIEW OF THE POSITION: The Diversity Center is on a rapid growth trajectory. This role is responsible for ensuring high quality impactful programs and healthy organizational operations. The Program and Operations Director will also provide strategic leadership and direction in the development and implementation of strategies for short and long-term goals. You have strong management and interpersonal skills along with a deep understanding of the LGBTQ+ community. This positions is part of the organization's leadership team.

Essential duties and responsibilities:

- Ensure a safe, healthy and efficient workplace environment for staff, volunteers and visitors
- Directly manage, recruit, develop and train staff, ensuring the successful delivery and evaluation of program activities and performance to meet program objectives
- Drive operational excellence by standardizing processes and enhancing/establishing proper operational controls, procedures, and systems across all teams and functions
- Communicate organization's vision; internally and externally within the community
- Oversee agency outreach events, represent the agency in the community when needed

- Ability to be diplomatic, promote positive organization environment
- Build a culture of strong internal communications, continuous learning, and high standards

Required skills and attributes:

- Familiar with LGBTQ+ community issues, culturally sensitive and gender-aware
- Bilingual (English/Spanish)
- Bachelor's degree or other relevant experience
- 3+ years of experience in program coordination
- 3+ years of supervision/management
- Excellent interpersonal skills, written and verbal communication, documentation, and administration
- Deadline and results focused project management
- Strong computer skills including familiarity with database management and Microsoft Office Suite

Preferred skills:

- Masters Degree in social work or related field
- Public speaking/experience providing trainings
- Familiarity with Salesforce and Asana

Salary and benefits:

- Salary: $60,000 - $70,000, based on experience
- Full-time exempt position, 40 hours a week. We believe in work-life balance and strive to keep the workload in alignment
- Flexible, family-friendly schedule
- Healthcare/vision/dental insurance included

We would love to hear from you: Please send your resume and a cover letter by **March 29, 2019** as a single PDF outlining your interest and fit for the position to staffing@diversitycenter.org. In your cover letter, please tell us why you are excited by this opportunity, and why you would be an amazing fit at The Diversity Center. Applications without a cover letter will not be considered.
Questions? If you have questions about the position, you can email director@diversitycenter.org or call Sharon Papo, executive director at 831-425-5422x101.

The Diversity Center is an equal opportunity employer. All applicants will receive consideration for employment without regard to, and will not be discriminated against based on, age, race, gender, color, religion, national origin, sexual orientation, gender identity, veteran status, disability or any other protected category. We are dedicated to providing an accessible environment for all candidates during the application process and for employees during their employment. Please let us know if you need a reasonable accommodation to apply for a job or participate in the process.