



Position:	Director of Operations
Status:	Full Time, Exempt
Location:	Nashville, TN
Reports To:	EC President & COO
Updated:	July 21, 2022

Organization Summary

Created and supported by the community, The Nashville Entrepreneur Center (EC) is a 501(c)(3) nonprofit organization with a mission to help make Nashville the best place to start and grow a business. One of our main areas of focus is to connect entrepreneurs to resources that increase the likelihood of success. Resources include many things, and the EC hosts many people, and events in order to make meaningful connections.

Our Culture

Entrepreneurs are problem solvers who bring impactful solutions to life. The EC is a people centric organization that stays at the forefront of innovation and solutions. We connect people, entrepreneurs, businesspeople and investors to solve real problems. In addition, this organization depends on volunteers, in virtually every aspect of its operations. The original intent was for the EC to be the front door for entrepreneurship so that successful businesspeople and entrepreneurs can give time and money to help the next generation of entrepreneurs with the plan that these people will be successful and the circle of giving or paying it forward will continue.

Our Values:

- Innovative: we help turn ideas into action
- Excellent: we strive to be exceptional, best-in-class
- Results-driven: we are action-oriented
- Trusted: we are reliable and approachable
- Inclusive: we make the extra effort to make sure everyone is welcome
- Adaptive: we are agile in response to changing circumstances

Position Overview

The Nashville Entrepreneur Center is growing as a core contributor to the entrepreneurial ecosystem in Tennessee. We are hiring a Director of Operations to help us accelerate that growth by leading the processes, people, procurement, and facilities management of our organization. We are looking for a strategic, adaptable, and detail-oriented team member with demonstrated experience leading people and processes to help our organization grow.

Role & Responsibilities Include:

- People
 - Partner with executive leadership team to update and implement policies
 - Optimize and manage team workflows, processes, and special projects
 - Plan, coordinate and manage all team meetings with agenda, slide decks, notes, etc.
 - Support executive leadership team in implementing strategic business priorities
 - Work with executive leadership team to assess and optimize team culture
 - Support recruiting, hiring, and onboarding processes
 - Lead direct reports that include: administrative, events, and partners that service the organization
- Processes
 - Analyze data for trends and recommendations on process improvement
 - Manage and maintain budget in partnership with the executive leadership team
- Procurement
 - Manage vendor invoicing, remittance, and reimbursement in partnership with finance team
 - Lead grant research and reporting process
- Facilities Management
 - Oversee vendor management of all event and team partners
 - Ensure physical space is maintained in excellent condition
 - Lead liaison across the team for events

Qualifications

The ideal candidate will have worked in a fast-paced and innovative environment with demonstrated experience working with and leading a cross-functional team. We are looking for a team member that is strategic, with high emotional intelligence, and strong communication skills. Additional qualifications include:

- Strategic thinking that can make decisions, create a plan and deliver results
- Resourceful and efficient with experience operating in a fast-paced and innovative environment
- Initiative to anticipate needs, identify problems, and create a plan for recommended solutions
- Demonstrated clear, concise, and compelling written and verbal communication skills
- Demonstrated experience working with executive leaders