

# Hawaiian Community Assets

## Job Title: Senior Director of Strategic Operations

Employment Type: Full-Time

FLSA Status: Exempt

Department:

Reports To: Chief Strategy Officer

## Essential Duties

### - Strategic Operations Execution & Leadership Support

- \*Serve as a strategic thought partner to the Chief Strategy Officer on organizational priorities related to operational improvements

- \*Support the implementation of enterprise-wide strategic operations initiatives and cross-departmental operations priorities

- \*Help translate executive strategy into actionable workplans, timelines, and accountability structures

- \*Lead and manage strategic operations projects as assigned by the CSO, ensuring timely execution and successful outcomes

- \*Identify operational bottlenecks and recommend solutions that improve organizational performance and efficiency

- \*Prepare internal reports, executive summaries, dashboards, and strategic operational updates for leadership and board-level discussions

### - Enterprise-Wide Operations Supervision

- \*Directly supervise and support key operational leadership staff, including:

  - \*\*Director of Compliance & Grants

  - \*\*Director of Communications

  - \*\*Research & Data Management Director

  - \*\*Additional enterprise operations staff as assigned

- \*Responsibilities include:

  - \*\*Conducting regular supervision, coaching, and performance management

  - \*\*Supporting annual goal setting, department planning, and team accountability

  - \*\*Ensuring alignment between departmental workplans and organizational strategic priorities

  - \*\*Strengthening collaboration across departments to reduce silos and improve execution

  - \*\*Supporting leadership development and professional growth across supervised teams

### - Organizational Operations & Administration

- \*Employee Management: Onboard and offboard employees, maintain communication with third-

party HR partners, and manage staff training and professional development

\*Office Management: Oversee the upkeep, functionality, and security of all HCA offices statewide, ensuring facilities remain operational and compliant, including HUD-related requirements for facility use

\*Vendor Management: Oversee operations vendors, including technology platforms, internal systems, data support vendors, and other contracted operational services

\*Culture Champion: Foster a positive, supportive, and high-performing workplace culture by creating opportunities for employee engagement, internal collaboration, and staff support systems

\*Collaboration: Work closely with HCA's executive leadership team and sister organization, Hawai'i Community Lending (HCL), to strengthen alignment across programs, operations, and shared organizational resources

## **Secondary Duties**

- Organizational Accountability & Performance Management

\*Help establish and maintain organizational accountability systems across leadership teams

\*Track progress against strategic goals, annual workplans, and executive priorities

\*Support the development and implementation of performance metrics and operational dashboards

\*Ensure consistent follow-through on leadership decisions and strategic commitments

\*Assist in organizational planning, annual forecasting, and institutional capacity-building efforts

## **Supervisory Responsibilities**

Manages 3 subordinate supervisors who supervise a total of 3 employees in the following departments: Compliance and Grants; Research and Data Management; Advancement and Communications. Is responsible for the overall direction, coordination, and evaluation of these units.