

Senior Director of Operations & HR

Job Description Summary

The Senior Director of Operations & HR is the senior leader within Transform Minnesota's Central Office, which provides shared administrative services to our Affiliate organizations. The Director oversees the Central Office and its team, and is responsible for team leadership, workflow management, compliance, integration and coordination with ministry partners, problem-solving and decision-making, and supporting the mission of the organization and directional vision of the CEO.

The Central Office provides shared administrative services to Transform Minnesota and its three Affiliate Ministries: Damascus Way Reentry Center, New Life Family Services, and Arrive Ministries. The services include Finance and Accounting, Human Resources and Employee Benefits, IT systems and Data Management, Insurance and Risk Management, Regulatory Compliance, Accrediting and Non-profit Organization maintenance, and Corporate Policies and Operating Procedures.

The ideal candidate has strong business administration and operations management experience with expertise in Human Resource leadership and compliance. They will have strong executing, relational, and strategic strengths.

Reports to

- President and CEO of Transform Minnesota

Direct Reports

- Senior Accountant
- IT Systems and Data Manager
- Operations Manager
- HR & Benefits Associate

Key Collaborators

- President/CEO; Executive Directors of Affiliate Ministries

Location

- Office-based in Richfield, MN

Compensation & Benefits

- Full-time, salaried, exempt
- Benefits: Medical, Dental, HSA, Life Insurance, Long-term Disability, 403b Retirement Account, Accident Insurance, Paid Time Off and Holiday Pay.

Apply online at www.transformmn.org/employment

Duties and Responsibilities

Central Office Team Leadership (25%)

- Lead and support Central Office Team and coordinate delivery of administrative services to Affiliate Ministries; manage integration of workflow, communication, and processes throughout the whole organization.
- Partner with CEO to implement vision to leverage missional collaboration across entities and drive organizational improvement strategies.
- Partner with the CEO to facilitate board governing processes, including financial reporting, audit review, and oversight of investment portfolios and employee 403(b) plans.
- Partner with Affiliate Ministry leaders to integrate Central Office team and services with each ministry including planning and support for company social events.

Human Resources Support and Oversight (25%)

- Oversee the employment relationship and HR practices of the entire organization including hiring, compensation (salary analysis and pay scales), payroll system, benefits, and personnel policies and practices.
- Maintain current and necessary HR policies.
- Provide support and technical expertise to Directors and supervisors to assist them with employee relations: respond to employee concerns, referee grievances, address performance concerns and disciplinary matters, and guide employee departures or terminations.
- Oversee payroll system and bi-monthly processing and approve PTO and timecards.
- Hold primary responsibility for administering ADA/FMLA employee leave, requests for reasonable accommodation, workers compensation claims, matters involving protected classes or requiring legal counsel, and determinations about employee classification (exempt vs. non-exempt; employee vs. independent contractor).
- Oversee employee benefits programs including design, budgeting, provider selection, and employee education.
- Oversee, guide and support annual performance review practices.
- Assess employee development needs and develop and deliver training programs for new hire orientation, supervising employees, necessary annual training, and other professional development needs.

Operations and Business Administration (25%)

- Manage and perform business activities for the organization including overseeing and securing necessary insurance policies, maintain compliance with regulatory requirements (OSHA, AWAIR/EAP), and annual accreditation with external agencies.
- Insure upkeep of policies and procedures for all areas of organizational activities, including Employee Handbook, Financial Policies, and other organizational practices.
- Ensure compliance, reporting, and upkeep of non-profit organization status.
- Serve as primary liaison for all matters requiring legal counsel.
- Manage Central Office building occupancy, services, and landlord relations and lease negotiations.
- Liaise with banks, financial institutions and other vendors to support all business activities.

Data and Technology Systems (15%)

- Work with the IT Systems and Database Manager to develop an overall plan to maintain and improve technology resources for staff and affiliate ministries, including stewardship of donor and organizational data, oversight of technology ecosystems, platforms, and security practices that the organization depends on for communication, document storage, team collaboration, and information management.

Financial Management (10%)

- Support the integration of finance and accounting services throughout Affiliate Ministry operations to achieve the missional goals of the organization.
- Provide secondary approvals for journal entries, check requests, and other financial transactions.

Position Qualifications

Education & Experience

- Bachelor's degree in Business Administration, Organizational Leadership, Human Resources, or related field; equivalent experience considered in lieu of degree
- Minimum of 7–10 years of experience in an organizational leadership or supervisory capacity managing staff or cross-functional teams, with at least 3–5 years of HR-related experience, including employee relations, compensation, benefits administration, and compliance.
- Experience operating in a nonprofit, multi-entity, or shared-services organizational structure strongly preferred.

Business & Operational Management

- Strong general business acumen, with the ability to oversee functions outside one's direct expertise (finance, IT) through capable delegation and supervision
- Experience with insurance and risk management (property, liability, workers' compensation)
- Familiarity with regulatory compliance frameworks (OSHA, AWAIR/EAP) and nonprofit accreditation standards
- Experience developing, maintaining, and applying organizational policies and procedures (employee handbook, financial policies, etc.)
- Comfort engaging with financial oversight functions (reviewing and approving journal entries, check requests, and budget processes) without requiring deep accounting expertise

HR Expertise

- Demonstrated experience and expertise in employment practices including HRIS/payroll systems, ADA/FMLA, workers' compensation, wage/hour classification, and salary analysis and compensation planning.
- Experience overseeing employee benefits programs, including plan design, provider selection, budgeting, and employee education
- Experience building or refining performance review processes and employee development/training programs
- Skilled in navigating complex employee relations issues, conflict resolution, and matters requiring legal counsel

Leadership & Working Style

- Proven ability to lead and develop high-performing direct reports, including staff whose technical expertise (accounting, IT) exceeds the supervisor's own
- Demonstrated self-direction and initiative, a track record of executing on organizational priorities and workplans with minimal oversight, with a strong orientation toward fulfilling vision of executive leadership
- Excellent relationship-building skills, with experience serving as a liaison across multiple stakeholder groups (e.g., affiliate leadership, board members, vendors, legal counsel)
- Strong written and verbal communication skills, including experience preparing materials for board or executive-level audiences

Mission Alignment

- Genuine embrace of Transform Minnesota's Christian faith commitments and mission as expressed in our Statement of Faith, Core Values, and Code of Conduct.
- Ability to work across diverse ministry contexts and hold both compassion-driven and biblically grounded values in tension with organizational needs