



Director of Operations

FLSA Classification: Exempt

Reports to: CAO

Salary range, DOE: \$120,000 - \$160,000

JOB DESCRIPTION

Position Summary

The Director of Operations is a senior operational leader responsible for executing and sustaining the Foundation's day-to-day operational functions, including grants management operations, information technology, facilities, and administrative services. Reporting directly to the Chief Administrative Officer (CAO), this role ensures that operational systems, processes, and teams effectively support organizational priorities and performance.

This role operates under the strategic direction of the CAO and is accountable for executing operational priorities, systems, and improvements within the Foundation's enterprise operating model. The Director of Operations serves as a key execution partner—bringing structure, discipline, and continuous improvement to operational work—while escalating enterprise-level risks or decisions requiring executive judgment to the CAO.

Essential Duties and Responsibilities

Operational Execution & Organizational Support

- Serve as an advisor to the CAO on operational strategy, risk management, and continuous improvement.
- Design and implement operational systems and performance metrics to monitor and enhance departmental effectiveness.
- Lead or support organization-wide projects, change management efforts, and internal capacity-building initiatives.
- Foster a culture of collaboration, accountability, and innovation within the operations team.

Grants Management Operations

- Oversee grants administration operations to ensure processes support compliance, reporting timelines, and internal coordination.



- Collaborate with grants and finance staff to optimize tools, workflows, and documentation related to grant tracking and reporting.
- Ensure grants operations are aligned with organizational capacity, budgeting processes, and audit readiness.
- Identify operational gaps in grants workflows and implement improvements in coordination with the CAO.

Information Technology (IT) Oversight

- Provide operational oversight of IT functions, including systems reliability, vendor coordination, and user support.
- Ensure IT operations align with organizational policies, security requirements, and service expectations.
- Support implementation of technology solutions that improve efficiency and operational effectiveness.

Facilities Management

- Oversee facilities operations to ensure safe, functional, and efficient work environments.
- Manage vendor relationships, maintenance schedules, and facilities-related compliance requirements.
- Support space planning and facilities improvements in alignments with organizational needs.

Administrative Services

- Manage administrative support functions to ensure effective office operations and internal service delivery.
- Standardize administrative protocols and procedures to promote consistency and efficiency across the organization.
- Ensure coordination of administrative workflows across departments.

Other duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education & Experience

- Bachelor's degree in a related field or an equivalent combination of education and relevant leadership experience.



- Demonstrated experience leading complex operational functions or departments, with responsibility for people, systems, and compliance; experience across multiple functional areas preferred.
- Proven ability to operate effectively in compliance-driven environments and to implement systems and process improvements.
- Experience leading teams, managing vendors, and driving operational improvements.
- Strong judgment, problem-solving, communication, and decision-making skills.

Competencies

- Executes with discipline and follow-through while maintaining alignment with organizational priorities.
- Demonstrates strong people leadership skills, including coaching, accountability-setting, and staff development.
- Thrives in bringing clarity, structure, and repeatable processes to maturing systems.
- Communicates clearly and effectively with staff, leaders, and external partners.
- Maintains discretion and professionalism in handling sensitive information.
- Models organizational values and contributes to a respectful, inclusive workplace culture.

Work location: Wasilla, Alaska

Work environment: Employee will be working in a typical office environment with offices, moderate temperature, and equipment noise.

Physical demands:

- The physical demands of this office-based position primarily include prolonged periods of sitting at a desk or workstation.
- The role requires sufficient manual dexterity to perform frequent tasks such as typing, using a mouse, writing, and handling documents.
- Visual acuity is essential for reading printed materials, emails, spreadsheets, and computer screens.
- Effective verbal communication and adequate hearing are necessary for regular interactions via phone, video conferencing, and in-person meetings.
- The position may occasionally require minimal lifting or carrying of items weighing up to 20 pounds, such as laptops, binders, or office supplies, as well as



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occasional standing or walking within the office environment for meetings or collaborative tasks.

- Additional physical requirements may include occasional travel—which can involve extended periods of sitting, walking through airports, and lifting luggage—or stair climbing in offices where elevators may not be accessible.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position, in accordance with the Americans with Disabilities Act (ADA).

Travel: less than 25% of this position may involve travel.

EEO statement: Mat-Su Health Foundation is an equal opportunity employer.