



## Urban League of Broward County Job Vacancy Posting

**Title:** Operations Manager – Social Enterprise Software Venture

**Supervisor:** Vice President Program Impact & Chief Executive Officer

**Revision Date:** June 2025

### **SUMMARY:**

The Operations Manager will play a critical role in launching, managing, and scaling a mission-aligned software company formed through a joint venture between the Urban League of Broward County and a software development partner. This new social enterprise is designed to generate earned revenue while advancing the nonprofit's mission through innovative technology solutions. The Operations Manager will oversee day-to-day business operations, support strategic execution, manage cross-functional team and external partners, and ensure operational excellence across both nonprofit and joint venture contexts.

### **CORE DUTIES AND RESPONSIBILITIES (Abbreviated):**

#### **General Administration**

- Oversee operational setup of the software company, including systems, workflows, and internal controls.
- Develop and implement standard operating procedures (SOPs) for key functions with respective teams related to accounting, customer service, compliance, and risk management.
- Optimize cross training opportunities and shared knowledge among team members.
- Serve as the primary liaison between the nonprofit and the software development partner(s) to align goals, timelines, and deliverables.
- Manage collaboration platforms and communication protocols to support transparency and accountability.

#### **Financial & Resource Management**

- Support budget development, financial forecasting, financial reporting and resource planning for the social enterprise.
- Monitor key financial metrics and performance indicators to assess sustainability and impact.
- Ensure compliance with financial regulations and audit requirements.
- Prepare for investment opportunities, including pitch decks, or other presentations.

#### **People Management**

- Recruit, supervise, train, evaluate and support operational and administrative staff as the venture grows with Human Resources Department
- Facilitate a mission-driven, entrepreneurial work culture that integrates nonprofit values with startup innovation.
- Identify team development opportunities that increase productivity and effectiveness.

#### **Strategic Planning & Growth**

- Work closely with leadership to refine business models, growth strategies, and operational scalability plans.
- Identify process improvement opportunities, operational risks, and mitigation strategies.
- Build and maintain relationships with key stakeholders, including donors, partners, and advisory members.
- Represent the organization at external events and meetings as needed.

#### **Marketing & Sales Oversight**

- Oversee development and execution of go-to-market strategies in alignment with product launches and growth targets.
- Collaborate with marketing teams to ensure brand alignment with the nonprofit's mission and social impact goals.
- Track sales performance metrics, manage CRM data integrity, and ensure a responsive customer support pipeline.
- Ensure alignment of sales and outreach efforts with impact measurement and mission-related messaging.

**Customer Service & User Experience**

- Develop and implement customer service protocols that prioritize accessibility, responsiveness, and satisfaction.
- Manage customer support infrastructure, including helpdesk tools, service tickets, and escalation workflows.
- Train and oversee customer service staff to ensure high-quality, mission-aligned support.
- Collaborate with the software development team to align product roadmap with operational capacity and market readiness.

**Technology & Product Support (Non-Technical Role)**

- Collaborate with the software development team to align product roadmap with operational capacity and market readiness.
- Identify and implement technology solutions to enhance operational efficiency.
- Stay updated on industry trends and best practices to drive innovation.
- Lead digital transformation initiatives to support strategic objectives.

**EDUCATION REQUIREMENTS:**

- Bachelor's degree in Business Administration, Operations, Marketing, or related Technology Software-related field (master's preferred).

**EXPERIENCE REQUIREMENTS:**

- Minimum 5 years of experience in operations or business management, preferably in a nonprofit, social enterprise, or tech startup environment.
- Three (3) years of experience in administration and staff supervision
- Must have detailed knowledge and experience with board engagement.
- Demonstrated experience managing cross-sector partnerships, joint ventures, or earned-income ventures.
- Excellent organizational, strategic thinking, and interpersonal communication skills.
- Agile, entrepreneurial mindset with a strong commitment to social impact and equity.
- Proven experience in operational management and strategic planning.
- Strong financial acumen and experience with budgeting and financial analysis.
- Demonstrates superior computer proficiency in Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Positive and team-oriented attitude.
- Must have the ability to lift and/or move up to 15 pounds.

**PREFERRED SKILLS:**

- Familiarity with software development cycles or tech-enabled service delivery.
- Experience with social enterprise models or mission-driven business operations.
- Knowledge of impact measurement, ESG, or social return on investment (SROI) frameworks.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Must have a valid Florida driver's license and reliable transportation.
- Must pass a Level 2 background and drug screening.

**Submit Cover Letter and Resume to:**  
**[HIRING@ULBCFL.ORG](mailto:HIRING@ULBCFL.ORG)**

***THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER***