National Operations Manager - Programs

Are you a driven leader in the Programs space who is passionate about mentoring and coaching?

As the Programs National Operations Manager (NOM), every day will bring new challenges and opportunities. While there is no “typical day in the life”, the following are the duties and responsibilities you’ll be expected to execute:

- Establish regular communication cadence with relevant National Directors, relevant national volunteers, the Executive Council, and the Central Office
- Facilitate timely, multidirectional communication among all these parties and among other National Operations Managers and stakeholders as well
- Build connections for mutual support and accomplishment among Theta Tau volunteers and staff
- Create continuity and accountability for National Officers
- Invest in one-on-one time with National Directors to learn their individual challenges and areas for growth
- Act as the first point of contact for National Directors when they have questions or need support with executing their tasks
- Provide feedback and coaching to all National Directors
- Execute aspects of the Strategic Plan and be familiar with strategic priorities as set by the Executive Council
- Advise the Executive Council on programming matters
- Assist with recruiting efforts of new volunteers to programming needs

PPM and Constitution-specified duties:
- Execute the duties of a National Operations Manager described in the PPM, section 1.4.1
- Execute the voting duties described in the Constitution, Article IV section 5

This Position Might be for You if:
You take initiative. When you see a problem, you tackle it without waiting for someone else to point it out or direct you.

You enjoy managing up and down within an organization. This position is a crucial connector between the Fraternity leadership of the Executive Council and the National Program Directors. You must be able to lead both groups, push back when necessary, and jump in to help when you notice someone is struggling with their duties.

Likewise this officer is expected to liaise with the Central Office to coordinate volunteer support for its tasks. Furthermore you must advocate for organizational success at the national scale. This may include analyzing and improving the organization’s effectiveness. This also includes
prolific communication to break down silos, share successes, and foster productive links between teams and committees.

You’re passionate about coaching and mentoring. As the leader for program operational solutions, you’ll have a number of future Fraternity leaders constantly looking to you for guidance and support. You must have the desire and ability to develop these volunteers to their potential. You understand that your success is no longer about your individual contributions, but about how well you coach others to achieve their goals. As part of managing other national officers, you must be well-versed in their tasks, assist with their prioritization, and help align their efforts beyond the short term.

You listen more than you speak. As the link between so many crucial components of our Fraternity, you’re constantly listening for who needs more support, who deserves recognition for their efforts, what bottlenecks may be, and how you can help address and guide all of them.

**Qualifications:**
- Volunteered for at least a biennium
- Held at least one position within the Program space
- Attend the in-person meeting (typically held in late-January to mid-February), National Convention, and are encouraged to attend at least 1 Regional Conference per bi-ennium
- Excellent interpersonal and communication skills
- Can devote around 20-30 hours per month to this position