



*Pajama Program is committed to building a culturally diverse team and strongly encourages qualified candidates from all backgrounds to apply.*

### **About Pajama Program**

Pajama Program is a national 501(c)(3) nonprofit that was founded in 2001. Our mission: Pajama Program promotes equitable access to healthy sleep so all children can thrive. We believe a comforting bedtime routine sets the stage for healthy sleep and a good night, which in turn helps children thrive because they wake up ready for a good day: **good nights are good days**. Our core values are equity, impact, and community.

We focus our work on reaching children exposed to adversity in every state and Puerto Rico. To do this, we distribute new pajamas, books and sleep health education tools and resources to over 4,000 Community Partners, which include shelters, foster-care agencies, Head Start programs, and Title I schools; we engage a national network of volunteer Chapter Presidents to help coordinate donations; we invite children to visit our Centers in New York City, Atlanta, and Detroit, virtually and, when we can, in person; and we provide sleep health education programs to children, caregivers, and teachers. Visit us at: [pajamaprogram.org](http://pajamaprogram.org)

### **Position Overview**

We seek a Director of Operations who is a systems-level thought leader with the ability to organize processes to support our larger organizational goals. The role requires a team player who is comfortable in a visible leadership role. The Director of Operations will be eager to take on three primary areas: (1) building and continuously cultivating the entire employee experience of a growing organization; (2) strategizing how to streamline and improve our distributions model by working with partners and resources available to us (or by envisioning those that could be available to us) while overseeing our logistics and operations team; and (3) creating, implementing, and maintaining internal operational systems to improve our organizational administrative needs, particularly with respect to our IT and facilities needs.

The ideal candidate is a critical, strategic thinker who takes the initiative and possesses a growth mindset. You will love project management, be a strong team-building people manager, be inquisitive and proactive when it comes to implementing solutions, exceptionally organized, and committed to Pajama Program's mission and core values.

The Director of Operations reports to the Executive Director and collaborates often with department leaders. They will also manage two direct reports and collaborate with staff members across the organization.

The Director of Operations will be based in the New York City metro-area (hybrid, with some work from the midtown office and Center as needed).

## **Essential Functions & Responsibilities**

### **People Management and Support**

- Build and implement hiring and recruiting strategy with leadership team to develop new and diverse talent for our growing organization.
- Design and implement processes (i.e., onboarding/offboarding, trainings, performance evaluations), policies and procedures (i.e., updating employee handbook), and initiatives (i.e., working groups) that promote equity and inclusion across the organization to support a culture of learning, feedback, and professional development, fostering an environment of employee engagement and innovation.
- Serve as internal HR subject matter expert and resource for employees and liaise with our external HR PEO (professional employer organization) to ensure an employee-oriented, inclusive, equitable, high-performance culture.
- Collaborate with the Executive Director to support the Board of Directors as needed, exercising an innate ability to maintain confidentiality and sensitive information.

### **Spearhead Logistics and Distributions Strategy**

- Serve as organizational thought leader regarding logistics program model; including overseeing/maximizing the budget and analyzing data trends to make strategic recommendations to the executive team to improve systems and maximize operational efficiencies (i.e., in fiscal 2024, goal is to reach 300,000 children with new pajamas/books).
- Lead the in-kind inventory process during the annual independent audit; throughout the year, work with the operations team and finance team to create ongoing tracking systems that provide timely and accurate reports to satisfy auditor requests as part of the annual audit process.
- Determine logistics reporting strategy and collaborate with Data & Analytics team to develop reports and collect data instrumental to reaching operational goals.
- Devise strategy for in-kind donor-run drives throughout the year and particularly during holiday season; at times, collaborate with major corporate in-kind donors and a cadre of volunteers across the country.

### **Oversight of Technology and Facilities**

- Actively monitor team needs on a regular basis to ensure internal technology needs are being met; liaise with external IT vendor (and other related vendors) to support said needs and recommend solutions to meet business goals, while maximizing budget allocations.
- Oversee and manage facilities operations (in some instances, remotely manage) at Pajama Program locations in New York City, Atlanta, and metro-Detroit.



- Strategize with program staff to implement and monitor volunteer protocols and policies.
- Vendor relationship-building and management as needed.

### **Qualifications**

- Minimum bachelor's degree (or equivalent experience), with at least six years' project management experience.
- Demonstrated experience managing teams, ability to act as internal HR lead for staff and manage essential new hire onboarding policies and procedures.
- Demonstrated experience managing a departmental budget of \$1 million+.
- Familiarity with nonprofit organizations.
- Possess a passion for building teams and creating highly engaged cultures.
- Creative problem-solver who can be flexible in meeting job requirements.
- Detail-oriented, well-organized, able to manage multiple tasks.
- Ability to recognize information that requires confidentiality and treat it accordingly.
- Experience using a CRM. Salesforce experience preferred.

### **Salary and Benefits**

Annual salary of \$90,000-\$100,000. We offer benefits including: medical insurance (employer-covered); dental and vision insurance (employee option to cover); generous vacation and sick leave; parental and bereavement leave; paid holidays and other time off (including Summer Fridays); pre-tax flexible spending account; commuter benefits; opportunity to contribute to a 403b plan.

### **To Apply**

Applicants should email their resume and a cover letter, which describes the candidate's interest in the role and fit with the job description, to [jobs@pajamaprogram.org](mailto:jobs@pajamaprogram.org). No telephone inquiries, please.

*Pajama Program is a ★★★★★ Charity Navigator charity in an elite class of 1% of nonprofits with the highest ranking for 12 consecutive years.*

*Pajama Program is an Equal Opportunity Employer and complies with the Americans with Disability Act.*