



## **Position Description: Director of Operations**

*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 is to promote and support a comforting bedtime routine and healthy sleep for all children to help them thrive. We believe a comforting bedtime routine sets the stage for healthy sleep and a good night, which in turn help children thrive because they wake up ready for a good day: **good nights are good days**. Our core values are equity, integrity, sustainable impact, thoughtful leadership, and shared community.

We focus our work on reaching children exposed to adversity in every state and Puerto Rico. To do this, we distribute new pajamas and books through over 4,000 Community Partners, which include shelters, foster-care agencies, Head Start, 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 and Atlanta, 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 to support the ongoing growth and development of the organization with main responsibility for and leadership of operations. This person will manage inventory and our distributional infrastructure and will be responsible for managing organizational administration. This position reports to the Executive Director and will manage direct reports. The Director of Operations will collaborate with staff members across the organization.

We seek a team member who brings critical thinking and initiative to Pajama Program's operations. Flexibility is required as the job requirements shift over time, seasonally and year to year. The successful candidate will be exceptionally organized, detailed oriented, positive, high-energy, of impeccable integrity, and committed to Pajama Program's mission.

Experience with supply chain and project management are required. The successful candidate has excellent professional interpersonal skills and a demonstrated history of developing and maintaining positive relationships with internal and external contacts. Experience with order and inventory management systems and CRM system integration are essential. The Director of Operations will be based in the New York City metro area and will work primarily from the Pajama Program national office in New York City.

### **Key Responsibilities**

- **Supply chain management.** Oversee inventory of pajamas and books, serving as the point of contact with the distribution center; maintain appropriate inventory levels based on seasonal demand; maintain relationships with vendors, placing orders and contacting new vendors as needed; oversee distributions to 4,000+ community-based organizations across the US.
- **Office and facilities management.** Improve and manage administrative and operational functions to ensure smooth internal operations, including technology needs, office, and volunteer protocols; oversee facilities operations (in-person or remotely) at Pajama Program locations in New York City, Atlanta, and Detroit.

- Planning. Work with the executive director and other members of the leadership team to set strategic goals and translate these into specific operational objectives.
- Oversee national and regional drives throughout the year and particularly during holiday season; work with community-based partner organizations to coordinate in-kind donations; work with Development staff to identify new event opportunities to increase in-kind donations.
- Collaborate with corporate in-kind donors, requesting donations from and maintain donor relations with pajama manufacturers, book publishers, and other corporate donors; inform and collaborate with the necessary team partners regarding these donors.
- Manage Salesforce records and reporting related to inventory, working with staff and consultants, track Community Partner requests and distributions in Salesforce.
- Supervise staff members who support office and supply chain management.
- Act as a lead during the annual independent audit relating to the inventory; work with the finance team to create ongoing tracking systems that provide timely and accurate reports to satisfy auditor requests as part of the annual audit process.
- Assist with special projects or other responsibilities and tasks as assigned.

### **Qualifications**

- Minimum bachelor's degree or equivalent, with at least two years' experience with supply chain management.
- Demonstrated experience managing inventory and staff.
- Experience using a CRM to manage inventory and a willingness to establish proficiency in Salesforce.
- Familiarity with non-profit organizations.
- Demonstrated ability to communicate effectively orally and in writing.
- 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.
- Proficient in Office 365 applications, particularly Excel, Word, Outlook, and Teams.
- Experience working with diverse populations.

### **Salary and Benefits**

Pajama Program provides a competitive non-profit sector salary and benefits package.

Applicants should email a cover letter, which describes the candidate's fit with the job description, and resume 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 11 consecutive years, and meets the Better Business Bureau's 20 Charity Standards, the highest ranking.*

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