

Director of Operations

About Isenberg Projects

Isenberg Projects is a creative consulting agency based in Boston that specializes in place-based work and community engagement. We believe that the best communities are hyper collaborative and inclusive, and that magic happens when community members are an integral part of the changes happening around them. Through our relationships with cities, districts, developers, artists, small businesses, musicians and nonprofits and cultural institutions, we are committed to amplifying voices and varying perspectives to foster shared value and active places.

We recognize the value of diversity in our projects, community and our workforce and are committed to equal opportunity. We are making a commitment to shifting our current racial demographic to emphasize and prioritize hiring BIPOC candidates for all available positions. This will be practiced until the team is at least 30% BIPOC, and will continue indefinitely thereafter.

Studies have shown that women and people of color may be less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job. We would encourage you to apply for a job at Isenberg Projects even if you don't meet every one of our qualifications listed.

About the position

The Director of Operations leads with a future focused mindset, creating and implementing cross-department systems that enable future growth, sales, and efficiencies. They rock a no-bullshit and no-blame attitude, and see the opportunity for growth and improvement in every challenge.

Reports to: Principal, Director of Strategy

This job entails

Operational Leadership

- Develop and implement operational strategies to enhance overall efficiency, effectiveness, and scalability
- Create growth-oriented systems that facilitate cross-department collaboration
- Streamline internal processes and workflows to optimize quality, collaboration, and profit margins
- Problem solve best project solutions for best client outcomes
- Implement performance metrics to measure and improve operational effectiveness
- Monitor financial performance and implement strategies to maximize profitability
- Maintain a calendar of all upcoming live work deadlines and deliverables

Workflow Management

- Oversee the planning, budgeting, execution, and delivery of all projects within established timelines, scopes, and budgets
- Oversee the project closeout process across all departments, including budget reconciliation, oversight on vendor payments, managing team debrief meetings, etc
- Oversee all contracting with outside vendors, partners, or subcontractors
- Work closely with project teams to monitor progress, identify risks, and implement solutions
- Ensure projects adhere to quality standards and align with the company's mission and values
- Monitor time-tracking software to gauge efficiency

LEIBENBERG PROJECTS

Team Development

- Lead, mentor, and inspire a diverse team of professionals to foster a collaborative and high-performance culture.
- Identify opportunities for skill development and provide ongoing training to team members.
- Attending monthly sales meetings, looking for new opportunities for growth and efficiencies
- Foster a culture of innovation, collaboration, and continuous improvement

Qualifications

- Bachelor's degree in Business Administration, Operations Management, a related field, or commensurate work experience in a growing small business
- Proven experience in a leadership role within a placemaking, real estate development, or related industry
- Strong project management skills with a track record of successful project delivery
- Excellent communication, negotiation, and interpersonal skills
- Strategic thinker with the ability to make informed decisions and solve complex problems
- Familiarity with urban planning, community development, and sustainable design principles
- Must demonstrate production competencies: accountability for results, team effectiveness, developing others, attention to detail, flexibility and professional confidence
- An understanding of legal agreements and contracts
- Self-motivated
- You've mastered Google Drive, Microsoft Suite, and social media platforms
- Can work a flexible schedule
- Solutions oriented mindset

About you

- You are determined - Not only can you build something special without a roadmap, you thrive in discovering the unknown and overcoming obstacles
- You balance a big picture mindset with rapt attention to detail
- Organization is your bff
- You are passionate about making our cities more engaging
- You can make friends with anyone
- Curiosity is your fuel
- You love to discover new places and figure out what makes them unique
- Interested in arts and culture and design
- You must live in the Greater Boston area

Competitive salary commensurate with experience, base salary \$100,000.00 with employer covering 80% of health insurance and dental, disability and life insurance in addition to a comprehensive retirement and 401k matching program.

To keep our hiring process as fair and equitable as possible, we DO NOT offer informational interviews. Due to the volume of applications we receive, applicants will only be contacted if they are selected to move into the interview phase