



JOB TITLE: Director, Operations
LOCATION: Philadelphia, PA
STATUS: Full Time (Exempt)
SALARY: \$100,000 - \$120,000

TGR Foundation

For more than 25 years, TGR Foundation has worked to create a world where opportunity is universal and potential is limitless. With an unwavering commitment to positively impact youth from under-resourced communities, its mission is to empower students to pursue their passions through education. TGR Foundation helps students learn, grow and prepare for their futures through a network of TGR Learning Labs and national programs focused on STEAM educational enrichment, health, well-being, college access and career readiness. For more information visit TGRFoundation.org or connect on [Facebook](#), [Twitter](#) and [Instagram](#).

OVERVIEW

The **Director of Operations** reports directly to the Executive Director and is responsible for overseeing the day-to-day operations of the TGR Learning Lab in Philadelphia. This role ensures the lab runs efficiently, with oversight of administrative functions, program coordination, IT systems, financial operations, and staff management. Additionally, the Director will work closely with the Cobbs Creek Foundation and its personnel to manage facility, IT, maintenance, and operations functions. The Director will ensure effective collaboration between both organizations to support the overall success of the TGR Learning Lab.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Welcome visitors, manage inquiries, and ensure workplace security by overseeing visitor logs, issuing badges, and maintaining safety protocols.
- Develop and manage office procedures to optimize workflow efficiency. Oversee communication systems, filing, and supply management across departments.
- Oversee the maintenance of the lab facilities, including custodial services, trash removal, security, and recycling contracts. Manage vendor relationships for purchasing supplies and services.
- Coordinate transportation and food services by liaising with service providers, managing contracts, and ensuring consistent delivery of services.
- Enforce safety measures, including fire drills and active shooter drills, and ensure compliance with workplace safety regulations.
- Conduct onboarding training for new staff and volunteers, and provide ongoing staff training in administrative processes, safety, and office procedures.
- Act as the primary liaison with the Cobbs Creek Foundation to align operational strategies, facility maintenance, IT needs, and other functions. Work closely with their personnel to ensure efficient facility use and the upkeep of shared resources.



- Work with program leaders to ensure effective data collection and management of student outcomes, educator participation and community outreach.
- In collaboration with the National Office assist in managing TractionRec and the Salesforce CRM system to store and track data for programs, participants, and donors. Ensure data accuracy and develop regular reports for senior leadership.
- In collaboration with the National Office and Cobbs Creek assist with IT infrastructure, ensuring the effective implementation of hardware and software systems. Provide troubleshooting, conduct staff IT training, and evaluate new technologies to improve operations.
- Support HR with onboarding new employees.
- Mentor staff members, assisting them in goal setting, progress tracking, and professional development. Conduct staff performance evaluations and provide constructive feedback.
- Assist the Executive Director in developing, implementing, and monitoring budgets to meet financial objectives for the Philadelphia lab. Regularly track and report on financials, addressing any variances.
- Collaborate with the finance department to ensure the accurate and timely processing of financial transactions.
- Work with the development team to assist in the administration of grants, ensuring compliance with grant terms, accurate documentation, timely submission of reports and reconciliation of donations and contracts.
- Oversee contract negotiations with vendors, ensuring cost-effective solutions and services. Maintain vendor relationships to support efficient day-to-day operations.
- Support the planning and execution of internal and external events, ensuring all logistical details (such as space setup and technology needs) are efficiently managed.

EXPERIENCE, SKILLS, & EDUCATION

- Bachelor's degree in business administration, computer science, engineering, or a related field preferred.
- Proven experience managing operations in an educational, nonprofit, or corporate environment.
- Significant experience managing IT systems and budgets.
- Strong financial management skills, including grant management and budget planning.
- Experience in developing operational systems to optimize efficiency and track outcomes.
- Exceptional leadership and communication skills.
- Ability to manage multiple projects and meet deadlines in a fast-paced environment.
- Proficiency in CRM systems (preferably Salesforce), Microsoft Office (Word, Excel, Outlook).
- Strong organizational and problem-solving abilities.



- Ability to mentor and lead a diverse team.
- Familiarity with public education systems and/or charter school operations.
- Knowledge of IT infrastructure, including system upgrades and network security.
- Ability to lift up to 30 pounds and perform routine office tasks.
- Willingness to work flexible hours, including occasional evenings or weekends.
- Ability to travel up to five times per year.
- Bilingual in Spanish is a plus.
- Support the TGR Foundation mission, vision, and core values.

TO APPLY

Please submit a cover letter and resume to: Rebecca Lehr (rlehr@tgrfoundation.org)

No phone calls please.

TGR Foundation is proud to be an Equal Opportunity Employer.

This job description is illustrative of duties typically performed by this job. It is not intended to be an exhaustive listing of every job responsibility. Because job content may change from time to time, TGR Foundation reserves the right to add and/or delete job responsibilities from this position at any time.