Executive Operations Manager

Reports to: Co-Executive Directors
Supervises: Receptionist/Administrator; Property Manager
Status: Full-time, Exempt

Organization Overview:

Family Nurturing Center of Massachusetts (FNC) provides family strengthening, parenting education, and early childhood development programming in historically marginalized neighborhoods throughout the City of Boston, as well as training for family service providers across the Commonwealth.

FNC's 60-person team reflects the communities we serve, with approximately 30 percent of staff being graduates of an FNC program. Our work is rooted in racial and social justice, and we approach families with respect, dignity, and nurturing joy.

Position Overview:

Family Nurturing Center is in a new chapter of shared leadership, clarity building, and organizational alignment. The Executive Operations Manager plays a central role in strengthening organizational systems, internal communication, board governance, technology coordination, and the operational rhythms that allow the organization to move steadily and with care.

Approximately seventy percent of this role focuses on operations management, including systems building, organizational coordination, governance support, workflow design, and cross-team alignment. The remaining thirty percent provides executive administrative support to the Co-Executive Directors to ensure they can lead effectively within a shared leadership model.

Our Co-Executive Directors lead together across onsite and remote contexts, with one based primarily in Boston and one in Atlanta. The Executive Operations Manager helps ensure alignment, continuity, and shared visibility across the organization, regardless of where work is happening.

Principal Duties and Responsibilities:

Operations Management (approximately seventy percent)

Leadership Team and Organizational Coordination

- Support the rhythm and coordination of the Executive Leadership Team, Supervisor Team, Program Leadership, and Advancement Team
- Maintain and update the organizational calendar, ensuring shared visibility into key dates, planning cycles, compliance requirements, and reporting timelines
- Coordinate annual and quarterly planning, including timelines, preparation of working sessions, and tracking follow-through across teams
- Monitor cross-team workflows and identify opportunities to strengthen clarity, consistency, and alignment

Internal Communication, Systems, and Knowledge Management

- Maintain a clear internal communication rhythm so staff feel informed and connected
- Draft internal announcements, memos, summaries, and organizational updates in partnership with the Co-Executive Directors
- Maintain shared organizational systems, including OneDrive, SharePoint, documentation folders, and planning materials
- Support staff onboarding by ensuring access to shared tools, organizational knowledge, and internal systems
- Work with staff to translate recurring workflows into clear, practical Standard Operating Procedures
- Serve as the internal point person for technology systems by coordinating with external tech support vendors, managing ticket flow, tracking response times, and ensuring organizational technology needs are met

Executive Operations, Board, and Governance

- Coordinate schedules, logistics, and documentation for Board and committee meetings
- Prepare Board packets, pre-read materials, and governance documents
- Track follow-up responsibilities and support governance alignment
- Attend Board meetings (approximately 6–8 per year) to capture minutes and ensure clarity on next steps

Contract and Vendor Coordination

- Maintain a centralized system for contracts and vendor documentation
- Track renewal timelines and coordinate signature processes in collaboration with Finance and Operations leadership

Executive Administrative Support (approximately thirty percent)

- **Executive Support and Leadership Coordination**
- Provide direct support to both Co-Executive Directors, including scheduling, planning, and strategic time protection
- Prepare agendas, talking points, and summary notes to support clarity and shared alignment
- Track commitments and priorities across leadership workstreams to ensure steady follow-through
- Handle confidential information with discretion, trust, and professionalism
- Other duties as assigned.

Qualifications and Experience

We encourage candidates to apply even if they do not meet every listed qualification.

Required

- Experience supporting senior leadership or coordinating complex, multi-step projects
- Strong organizational, communication, and relationship-building skills
- Ability to manage multiple priorities while maintaining steadiness and clarity
- Comfort with Microsoft Office and OneDrive or SharePoint, or willingness to learn quickly
- Ability to handle confidential information with discretion and professionalism

Preferred

- Experience in nonprofit, education, or community-based settings
- Experience supporting a Board of Directors or governance body
- Experience supervising administrative staff or managing administrative workflows

Work Environment

This is a hybrid position, with three days onsite in Dorchester, MA and two days remote, with flexibility based on organizational needs. Some evening availability is required for Board meetings. This role reports to both Co-Executive Directors within a shared leadership model.

Compensation

The salary range for this position is **$86,000–$95,000**, based on experience and internal equity. Family Nurturing Center offers a competitive benefits package and is committed to transparent and equitable compensation practices.

Equity Statement

FNC recognizes the impacts of institutional racism and other structural inequalities. We believe marginalized communities are at the center of our organization and work. As such, People of Color, people with lived experience of immigration, LGBTQ+ individuals, and people with disabilities are strongly encouraged to apply.

To Apply:

Please submit a cover letter and resume to hiring@familynurturing.org