

Director of Operations



Location: Hybrid - Phoenix, ArizonaUp to 15% weekend work

The Director of Operations serves as a core operational engine and program owner for NAGI Foundation, translating strategy into seamless ground-level execution. Reporting directly to the Executive Director, the Director of Operations is responsible for overseeing ongoing program logistics, refining organizational workflows, enforcing operational protocols, and driving the expansion of community-based programs and partnerships.

This role requires a unique dual capability: maintaining a strategic perspective to align operational goals with the organization's long-term mission, while bringing a hyper-focused attention to detail down in the weeds to ensure flawless day-to-day program execution, safety standards, and grant compliance. As an exceptional manager of people and processes, the Director of Operations also focuses on growing, mentoring, and leading a high-performing team of contract staff while managing key relationships with SRPMIC Tribal officials, Community members, volunteers, board members, and external partners.

The Director of Operations is a thinker, planner, and doer who thrives in a collaborative, dynamic environment and is eager to roll up their sleeves to support both ground-level work and high-level initiative planning. The role requires flexibility as responsibilities and priorities may shift based on organizational needs.

ABOUT US

NAGI Foundation is a 20 year old Arizona-based 501c(3) Nonprofit with a vision to enrich lives of pets and people in Native American communities through culturally relevant support systems. NAGI Foundation provides animal health services, educational programs, behavioral health supports, and family resources that are driven by traditional values and core principles of Native American communities. NAGI Foundation is now at an inflection point; poised to more than double its existing program volume, while also kicking off a Capital Campaign in 2027. The ultimate purpose of NAGI Foundation's journey is to develop infrastructure that empowers a future generation of self-reliance in Native American Communities.

CORE RESPONSIBILITIES

Strategic Systems & Dual-Level Oversight

- Translate Strategy to Execution: Seamlessly connect high-level leadership vision with detailed, actionable operational plans across programs.
- Process & Quality Control: Review, establish, and strictly enforce operational procedures, policies, and protocols across all programs to protect animal health, community welfare, and staff/volunteer safety.
- Data & Performance Tracking: Build and maintain dynamic systems using digital tools (e.g., Clinic HQ, Google Workspace, Asana) to capture granular metrics, evaluate program efficacy, and inform strategic decision-making.
- Executive Director Collaboration: Provide the Executive Director regular updates on what is on track, at risk, or requires a decision. Work closely with the Executive Director to execute NAGI's vision.

Program & Operational Management

- Core Program Execution: Lead internal processes to oversee and optimize NAGI Foundation's core programs, including mobile and in-community Pet Wellness Clinics, mobile and in-community Surgical Clinics, offsite medical case management, urgent & emergency services, the Pet Food Pantry, and the K9 Youth Program.

- New Program & Facility Development: Partner with the Executive Director on operational, logistical, and spatial planning for new community initiatives (focused on behavioral health, animal-assisted therapies, youth programming, and Elder engagement) and the ongoing development of the Animal Enrichment & Community Center.
- Compliance & Workflow Management: Maintain rigorous oversight of operational workflows to ensure strict grant compliance, administrative accuracy, and adherence to organizational quality standards.
- Track Metrics & Inventory: Establish clear processes for tracking program volume, staffing, supplies, expenditures, service delivery, follow-up, and other relevant performance indicators.
- Establish contingency plans for staff absences, equipment failures, supply shortages, weather disruptions, and unexpected changes in program demand.
- Briefing: Create briefs for the team of contractors and volunteers prior to any program day, and debrief after each program day.
- On-Site Presence: Provide on-site leadership at up to 2-3 Pet Wellness Clinics per month, with 85% of clinics taking place on the Salt River Pima-Maricopa Indian Community, and 15% taking place in neighboring areas.

Team Leadership & People Management

- Team Building & Supervision: Manage, coach, and mentor contract-based Operations team. Build a culture of continuous learning, mutual respect, and accountability. Ensure that the right people are in the right seats.
- Pacing: Maintain a consistent operating rhythm across the organization, including weekly meetings, program readiness reviews, project tracking, and regular performance reporting.
- Staffing Plans: Work with the Executive Director to map out future staffing and volunteer needs.
- Volunteer Infrastructure: Oversee the growth of an end-to-end volunteer infrastructure that actively recruits, trains, and retains highly engaged volunteers to support multi-faceted community programming. Create systems for volunteer appreciation and retention.

Community & Stakeholder Engagement

- Tribal & Partner Relations: Serve as an authentic, professional representative of NAGI Foundation with SRPMIC and other Tribal officials, Community Members, donors, board members, and regional partners.
- Community Engagement & Standards: Maintain active community engagement to ensure programs adapt to evolving local needs, while modeling core values centered on inclusivity, education, and delivering the highest standard of care.
- Coordinate with Partners: Regularly communicate with program partners to plan program dates, confirm logistical requirements, share details, and ensure program services are well organized.

WHAT SUCCESS LOOKS LIKE

In the first 90 days: You'll understand how each program operates, establish strong relationships with staff and clinical leaders, and begin to take-over and revamp processes, tools, and systems. By six months: Core programs operate with more consistent preparation and follow-through. Teams understand their responsibilities, key workflows are documented, budget and program tracking are more reliable, and leadership has a clearer view of performance and operational constraints. By the end of year one: NAGI has a stronger operational foundation that can support growth. Programs are more predictable, compliance and documentation are better controlled, staff and volunteers have clearer support structures, and new initiatives can be evaluated and implemented through a repeatable process rather than improvised from scratch.

- Ultimately, success means the Executive Director does not have to personally solve every operational problem, staff are not continually compensating for broken processes, and the community can depend on NAGI to deliver the services it promises.

QUALIFICATIONS & COMPETENCIES

- Professional Experience: Minimum of 7–10 years of professional experience, including at least 5 years in a leadership or senior operations role within the social sector (nonprofit, government, community organizing, or foundations).
- Meticulous Attention to Detail: Exceptional organizational skills with an eye for procedural precision, workflow efficiency, documentation accuracy, and safety compliance.
- Proven People Management: Track record of mentoring, and retaining high-performing teams and volunteer networks.
- Technical & Systems Savvy: High proficiency with digital applications, database tools, and project management software (e.g., Google Workspace, Asana).
- Adaptable & Hands-On Leadership: A self-disciplined "thinker, planner, and doer" who thrives in an entrepreneurial, small-team environment and is ready to execute administrative tasks alongside strategic objectives.
- Cultural Competency & Communication: Excellent written and public speaking skills, with proven success building trusting relationships across diverse cultures, backgrounds, and community settings.
- Work Flexibility: Willingness to work flexible hours, including occasional evening or weekend community meetings and events.

BENEFITS

- Flexible PTO
- Flexible Work Schedule
- 8 Paid Holidays
- Education & Professional Development
- Mileage Reimbursement for Clinics
- Lunch Provided at Clinics
- Cell Phone Stipend
- Monthly Wellness Stipend