



NEW ENGLAND INNOVATION ACADEMY

Job Description

Job Title: Director of Operations
Department: Administration & Operations
Reports To: Chief Operating Officer
FLSA Status: Exempt
Date Prepared: March 2026

Position Summary

The Director of Operations serves as the execution partner to the Chief Operating Officer, ensuring alignment, accountability, and operational excellence across NEIA's administrative and campus service departments. The Director of Operations supervises key operational functions including facilities, transportation, housekeeping, food service, and security and safety. This role strengthens compliance systems, standardizes processes, supports school-wide events and summer programs, and assists with construction and renovation project execution to ensure campus readiness year-round. This position focuses on implementation and operational integration.

The Director of Operations manages budgets, compliance, logistics, and support staff to ensure a safe, efficient, and well-resourced learning environment and is experienced in creating, refining, and implementing efficient systems. The ideal candidate is an entrepreneurial problem-solver who balances strategic plan execution with hands-on implementation in a fast-evolving, human-centered community. This position is full time, 12 month, benefits eligible position. The pay range for this role is \$80,000 - 90,000.

NEIA employees are expected to embody NEIA's principles of empathy, equity, personalization, authentic work, and collaboration in all work activities and actions.

Essential Duties and Responsibilities include, but are not limited to, the following:

- **Systems & Compliance:** Collaborate with department leaders (facilities, transportation, housekeeping, food service, and security and safety) to develop and maintain school-wide processes and operational systems to ensure the smooth operation of the school.
- **Facilities & Safety Management:** Oversee building maintenance, security, custodial services, and compliance with health and safety regulations. Oversee vendor

relationships, and long-term facility projects to ensure a safe, high-quality learning environment.

- **Financial Oversight:** Assist in budget development and tracking, manage the procurement lifecycle, and ensure all purchasing aligns with school policies and state regulations.
- **Operational Support:** Manage school logistics, including student transportation, food services/cafeteria, and event planning. Coordinate logistics with other divisions/departments for school events, extracurricular programs, and daily operations.
- **School Event & Campus Logistics** Coordinate operational planning and logistics for major school events including Open Houses, Board meetings, Graduation, performances and family programs. Oversee facilities setup, transportation coordination, IT support, and food service alignment. Maintain standardized event planning checklists and post-event reset procedures. Ensure campus readiness before and after events
- **Administrative:** Manage department budgets, purchasing, inventory, and compliance with audit requirements.
- **Compliance & Data:** Ensure school operational practices comply with local, state, and federal regulations. Maintain accurate documentation for operational compliance including facilities inspections, safety requirements, transportation records, and institutional procedures.
- **Other:** Lead weekly operations team meetings.
- Perform other duties and responsibilities as assigned and required by the position and the school.

Supervisory Responsibilities

- The Director of Operations manages facilities, transportation, housekeeping, food service, and security and safety staff at NEIA.

Education and/or Experience

- Bachelor's degree in Business Administration, Education, or a related field.
- Minimum 3–5 years of experience in operations management, preferably in an educational or startup setting.
- Proficiency with Google Suite, MS Office, advanced Excel skills are a must.

Qualifications

- Ability to work with professionalism, discretion, sound judgment, equity, honesty, and personal accountability at all times.
- Strong communication, and interpersonal skills.
- Master collaborator skills.
- Ability to work independently and as part of a team.
- Entrepreneurial spirit and open to change.
- Demonstrated capacity to adjust to shifting priorities and work on multiple tasks simultaneously while maintaining incredible attention to detail.
- Strong organizational skills and a demonstrated commitment to professional discretion and personal accountability.

- Proven analytical, problem-solving, critical thinking, decision-making & project management skills.
- Willingness to stay current in technology skills and to learn emerging technologies as needed.
- Demonstrated leadership skills as well as excellent interpersonal and communication skills in order to successfully interact with diverse staff, faculty, students and other constituents of the school.
- Risk management focused.
- Ability to lead and manage change in a positive and inclusive manner.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stand/sit for long periods of time.
- Occasionally moves small/medium sized items that may weigh up to 25 pounds.
- Bend, lift, push, kneel, crouch, crawl, stoop.
- Capable of moving around and adapting to frequent changes in position throughout the workday.
- Hearing and speaking to understand and exchange information in person or on the telephone.
- Speak clearly, so listeners understand.
- Use hands and fingers for manipulation, and use computer keyboard, educational tools, play equipment, and perform first aid and CPR.
- Specific vision abilities required include close vision, distance vision, color vision, and depth perception.

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Nothing in this job description restricts NEIA's right to assign or reassign duties and responsibilities to this position at any time.

Interested candidates are asked to send a cover letter and resume to careers@neiacademy.org with the subject: Director of Operations

We are unable to respond to phone or email inquiries. To learn more about New England Innovation Academy, please visit our website: <https://neiacademy.org>