



**METROPOLITAN AREA PLANNING COUNCIL (MAPC)**  
invites applications for the position of:  
**Director of Operations**

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**SALARY:** \$95,000.00 - \$115,000.00 Annually

**OPENING DATE:** 10/18/19

**CLOSING DATE:** Continuous

**DESCRIPTION:**

The Metropolitan Area Planning Council (MAPC) seeks candidates for the position of Director of Operations. This person will play an important role in managing the day-to-day effectiveness of MAPC, including overseeing its operations and human resources functions, and will be a leader in ensuring effective management and operations throughout the agency.

The Director of Operations position is a full-time role reporting to the Deputy Director, and will be a key member of the senior management team. The position is critical to developing and implementing systems that increase the value and efficiency of MAPC's work.

This is an excellent opportunity for a motivated and detail-oriented individual who wants to make a significant positive impact on life in Greater Boston, while gaining a broad set of experiences relevant to executive leadership.

**About MAPC**

MAPC is the Regional Planning Agency (RPA) serving the people who live and work in metropolitan Boston. Our mission is to promote smart growth and regional collaboration. We are guided by MetroFuture: Making a Greater Boston Region, our regional policy plan for a more sustainable and equitable future, which was adopted in 2008. We are currently working on a successor regional plan, MetroCommon2050: Shaping the Region Together, which we expect to complete by 2020. MAPC's staff includes approximately 100 full-time employees located in downtown Boston in a transit-accessible and bike-friendly office.

MAPC encourages all of our staff to develop new ideas to make MAPC's planning and policy work more relevant and impactful, and to adapt to changing times. We strongly support the professional development of each and every staff person, believing their growth to be consistent with the best interests of MAPC and the region. For more information about MAPC, MetroFuture, and MetroCommon, please visit [www.mapc.org](http://www.mapc.org).

**EXAMPLES OF DUTIES:**

- Operations: Oversee the Manager of Operations and staff to ensure the effective management of MAPC's office space and equipment; oversee office space updates and improvements as needed; interact as needed with landlord and neighbors in the Downtown Crossing area; be responsible for office security and protocols; ensure distribution of new technologies and equipment for modern and comfortable operations of MAPC; run robust internal meetings including regular meetings for staff, managers, and directors; oversee the day-to-day management of the MAPC Council, Executive Committee, and Officers.
- Human Resources: Oversee the Human Resource Manager and staff to ensure the provision of high quality benefits to employees; manage creation and fair application of effective personnel policies, including the implementation of all relevant statutes and regulations; updates policies as needed; make available management training and support for managers, and appropriate annual trainings and professional development opportunities to employees.
- Equity: Provide strategic leadership in the areas of diversity, inclusion, and equity; work closely with the MAPC Equity Committee and other departments to help advance these values within the workplace; work with other members of the leadership team to recruit, welcome, and

retain MAPC Council members from diverse backgrounds; remain current with diversity and inclusion issues that may affect the agency.

- **Legal:** Work closely with the agency's legal division to ensure compliance with relevant federal, state, and local laws and regulations; consult with outside counsel as appropriate.
- **Finance:** Work closely with the MAPC Director of Finance to ensure transparent and effective management of the agency's finances.
- **Miscellaneous:** Oversee special projects as needed to ensure the smooth and effective operations of MAPC.

### **TYPICAL QUALIFICATIONS:**

One of the following are required qualifications for the position: A Master's degree in business, public administration, non-profit management, or related field with at least five years of strong operational experience or one year in a senior management role, or a Bachelor's degree in the same with at least eight years of strong operational experience or three years in a senior management role.

The successful candidate will demonstrate:

- Success in strategic thinking, planning, implementation, and problem solving.
- Outstanding judgment, informed and thoughtful decision-making, strong interpersonal skills, and attention to detail.
- Experience developing infrastructure, policies, and systems that encourage and facilitate teamwork, collaboration, and accountability.
- A strong commitment to MAPC's mission and values.
- High level of professional effectiveness, collaboration, integrity, optimism, and energy.
- Excellent verbal and written communication skills.
- Ability to work well with a diverse constituency.
- Flexible and adaptive work style with the ability to thrive in a fast-paced, entrepreneurial, mission-driven.

An ideal candidate will possess two or more of the following:

- Prior experience with public purchasing processes, budget management, general office management, and/or human resources management.
- Proven success in working collaboratively with a board of directors.
- Prior experience coordinating or implementing a strategic plan.
- Demonstrated commitment to advancing equity initiatives within a workplace.
- Familiarity working with legal counsel and/or working within the limits of relevant state laws including MGL Chapter 30B, MGL Chapter 268A, MGL Chapter 30A, Sections 18-25, and MGL Chapter 66.

### **SUPPLEMENTAL INFORMATION:**

The starting salary ranges from \$95,000 - \$115,000 annually, depending on qualifications and experience.

This is a full-time exempt position. MAPC offers excellent Massachusetts state employee benefits as well as a flexible, supportive, and family friendly work environment and a commitment to ongoing professional development.

### **How to Apply:**

The position is open until filled, and applications are reviewed on a rolling basis. Interested candidates should submit a cover letter and resume. If you are interviewed, you will be asked to submit 3 references plus a writing sample.

Apply online at [www.mapc.org/jobs](http://www.mapc.org/jobs). A review of applications will begin immediately. The position is open until filled. Candidates must have legal authorization to work in the USA and a valid driver's license and/or the ability to arrange transportation to meetings in different parts of the region. A Criminal Offenders Records Information (CORI) request must be completed if offered this position. However, a criminal record is not an automatic bar to employment but will be reviewed in relation to the job applied for.

MAPC is an EOE/AA employer.

MAPC takes pride in the diversity of its workforce and encourages all qualified persons to apply.

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APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.mapc.org>

60 Temple Place  
Boston, MA 02111  
(617) 451-2770

[hr@mapc.org](mailto:hr@mapc.org)

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Position #OPR-OCT19-DOO  
DIRECTOR OF OPERATIONS  
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