



Candidate Search and Placement is being led by [The Stott Group](#).

## **POSITION PROFILE - DIRECTOR, EXECUTIVE AND BOARD OPERATIONS**

Upstream USA is a fast-growing, national nonprofit working to expand opportunity by reducing unplanned pregnancy across the U.S. We envision a future where patient-centered contraceptive care is an integral part of primary care in all settings, for all people. In this future, patients are screened for their contraceptive needs; are offered patient-centered contraceptive counseling, free from bias and coercion, provided by knowledgeable providers and support staff following evidence-based guidelines; and can receive any contraceptive method of their choosing, during the same visit if they want, without logistical barriers. Upstream's work empowers patients to decide if and when they want to become pregnant, a critical step towards improving maternal health, as well as positive outcomes for parents, children, and their families.

Upstream's team has created an organizational culture dedicated to the communities we serve and the vision of the organization. The rapidly changing landscape in which we conduct our work requires our team to create solutions in a dynamic and fast-paced environment.

### **JOB HIGHLIGHT**

You will cultivate and help lead strong relationships with Upstream's senior leadership, executive level stakeholders and Board members. Your strategic approach to communication and the interconnectedness of relationships will make a direct contribution to the organization's success.

### **JOB SUMMARY**

As the Director, Executive and Board Operations, you will serve as a critical connection point for Upstream's Board, and will support the CEO and the Development & External Affairs team during a time of organizational growth and the start of a significant, multi-year fundraising effort.

Reporting to the Vice President of Development and External Affairs, you will oversee activities and communications related to Board affairs and Board management, including, meeting preparation and committee support. You will serve as a relationship and project manager, managing up and across to ensure clear communication, connecting the dots in service of the big picture. You will leverage your excellent communication skills to distill and translate complex strategies and data for a sophisticated stakeholder audience.

Your ability to identify, interpret and anticipate stakeholder needs with high levels of discretion and attention to detail will ensure your success in this role.

### **YOU WILL BE RESPONSIBLE FOR...**

- Collaborating closely with the CEO and the VP of Development & External Affairs in the development of multi-year growth strategies for the organization and Board.
- Supporting execution of strategic priorities for Board engagement and development with members of Upstream's General Operating Committee and key organizational leaders.
- Serving as primary clearinghouse for communications to the Upstream Board of Directors.
- Serving as a supporting point of contact for all Board members to facilitate their relationship with and support of Upstream.
- Providing project management support for Board and committee meetings, coordinating internally and externally, to ensure Board meeting materials are prepared and delivered on time and with excellence.
- Ensuring that all relevant notes, minutes, and next steps are captured and communicated, as appropriate, with internal and external parties.
- Leading Board recruitment process in partnership with the CEO and other stakeholders; serves as staff liaison for the Nominating Committee.
- Co-leading on Board meeting logistics and Board meeting experience with Senior Executive Assistant.
- Partnering with the VP of Development & External Affairs on all matters relating to Board giving and fundraising.
- Providing project management support for the Development and External Affairs team and Office of the CEO, as needed.

#### **YOU MUST HAVE...**

- 10+ years of leadership experience, including engaging and supporting leadership teams, C-Suite level leaders, and/or Board of Directors (inclusive of experience within private, public and nonprofit sectors).
- Exceptional written and verbal communication with capability of distilling complex content for sophisticated audiences into a variety of formats.
- Exceptional project management ability with skills in managing up and across on multiple competing and evolving priorities.
- Understanding of relationship management processes, pipelines, fundraising reporting, and tracking mechanisms within a CRM environment.
- Proficiency with Google and Microsoft Suites.
- Familiarity using a CRM, such as Salesforce, and project management software tools like Asana.
- Commitment to Upstream's mission and to mission-driven work.

#### **YOU WILL BE SUCCESSFUL IF...**

- **You are Service Driven:** You derive satisfaction from delivering exceptional service and support to those around you. You approach situations with a facilitating mindset and you possess the natural ability to deeply listen and communicate clearly.

- **You are Cool Under Pressure:** You are even-keeled and can maintain composure when unexpected challenges arise. Your savvy and sophisticated responses to the unexpected put stakeholders at ease even in high-pressure situations.
- **You see the Big Picture:** You have the ability to see the interconnected nature of each piece of the puzzle and how to strategically navigate the landscape of the organization.
- **You Generate Solutions:** You can visualize and anticipate four moves ahead at all times, thinking forward and anticipating the needs of those around you. You diffuse situations by diplomatically addressing issues before they become problems.
- **You Customize to Your Audience:** You know how to distill complex information into language and formats that meet the needs of different stakeholders and can present with gravitas and energy for Upstream's mission.
- **Ideal Attributes:** You have demonstrated your ability to operate with a high degree of urgency, self-motivation, focus, and commitment to high-quality work. You are equally as comfortable behind the scenes as you are with external audiences. You are a team player, and approach your work with humor, attention to detail, and discretion. You actively seek feedback and can provide constructive, positive feedback to others.

## LOCATION

Upstream is headquartered in Boston, MA. Remotely based in Boston, MA or in the surrounding area is strongly preferred. Must be able to work Eastern Standard Time.

## COVID-19 VACCINE POLICY

Upstream USA's COVID-19 Vaccine Policy requires employees to have completed a COVID-19 vaccine primary series unless a medical or religious exemption is approved. As a condition of employment, newly hired employees must provide proof of their COVID-19 vaccination or, if applicable, request a medical or religious exemption.

## TRAVEL REQUIREMENTS

All Upstreamers must also be able to attend work-related in-person meetings and functions as needed. We gather for moments that matter for training, teaming and connection. Our teams come together for occasional in-person meetings and organizational retreats. As part of our hybrid work practices, this travel expectation will be applicable for all Upstreamers, even those based remotely.

This role will require up to 10-25% of business travel (dependent on whether the applicant is physically in the Boston, MA area). All Upstreamers can expect a minimum of 8 days of business travel per year to attend two annual organizational retreats. Members of the Development and External Affairs team will also be expected to be in person in Boston for 2 days each quarter.

## HYBRID WORK REQUIREMENTS

In our hybrid work environments, there is a basic expectation that our Upstreamers will ensure that their work from home setups will have reliable access to phone and Internet to ensure connectivity to their teams.

## **BENEFITS**

Upstream USA offers a comprehensive benefit package including medical, dental, vision, life insurance, long and short term disability, 401K with a match, generous vacation, personal, sick and holiday time off, parental leave, professional development, a fitness and cell phone allowance for all full time employees and part time employees who work a minimum of 24 hours per week.

## **HIRING RANGE**

The hiring range for this role is \$111,508 to \$145,000. Final offers for this position will be based upon several factors including the scope of the role, market compensation analysis, position requirements, candidate's experience level and capabilities, specific candidate geographic location, internal pay equity considerations and will be made within the parameters of Upstream USA's compensation framework and philosophy.

## **UPSTREAM CAREERS**

At Upstream, we embrace diversity. We nurture it and we thrive on it because it benefits our organization, our partners, and our community. Our goal is to attract, develop and retain exceptional people, and to create a work environment that is dynamic, rewarding and enables each of us to realize our potential. Upstream is committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, genetic information, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or special need that requires accommodation, please let us know. [Learn more](#) about [working at Upstream, our values](#), and our commitment to [Equity, Diversity and Inclusion](#). Upstream USA participates in E-Verify.

## **TO APPLY**

Applicants are strongly encouraged to email a resume and cover letter to Abbey Voelker at the Stott Group at [Upstream@thestottgroup.com](mailto:Upstream@thestottgroup.com) with "Director, Executive and Board Operations" as the subject of the email. Please be advised that writing samples may be requested throughout the hiring process.