



Director of Operations Position Profile

Reports to: Managing Director of Strategic Partnerships

Management Responsibilities: Oversees Virtual Assistant, External Marketing Contractor; additional vendors as needed.

OVERVIEW

The Stott Group is a boutique, woman-owned and women-led strategy and development practice working with visionary leaders and organizations committed to creating lasting social change. We are creative, nimble, and highly strategic fundraising experts with decades of development and leadership experience in the social and private sectors. We believe in the power of philanthropy to change the world.

Since our start in 2015, The Stott Group has worked with many organizations driving impact nationally and abroad. We've raised hundreds of millions of dollars, identified thousands of highly qualified funder targets, and provided deep expertise and industry know-how to our clients on organizational development, funder strategy, board engagement, and everything in between.

Our values shape everything we do, from how we engage with our client partners to how we support each other as a team. We care deeply about the world and are committed to working with organizations solving society's most pressing social issues. We hold ourselves to the highest standards in delivering excellence for our clients rooted in our values of purpose, inclusivity, curiosity and trust, and we prioritize a warm, collaborative and inclusive culture for our team.

THE OPPORTUNITY

The Director of Operations is the centralizing force of The Stott Group — the operational glue that drives, motivates, and unlocks the work of our company and the Leadership Team (LT). This role carries a dual mandate: stewarding the systems and business operations that keep our firm running with rigor and precision and providing the high-touch administrative partnership that allows Stott's Founder, Partner, and broader LT to operate at their highest level.

This is a true utility role for a growing firm. Some days are deeply strategic: shaping the systems and forecasting that drive firm-wide decisions, advising the LT on operational priorities, or designing the workflows that will carry Stott into its next chapter. Other days are highly administrative and reactive: troubleshooting technical or systems issues, routing contracts for signature, or crafting agendas and logistics for team meetings. The right person moves fluidly between both modes without ego, recognizing that strategic and tactical work are of vital importance to the firm's success.

We are looking for someone who is exceptionally detail-oriented, exacting, and proactive — and who is also savvy, strategic, and confident exercising judgment in ambiguous moments. This person thrives on creating order, helping to hold senior leaders accountable, anticipating needs before they're voiced, and building the systems and rhythms that allow a fast-moving firm to scale. The Director of Operations will

have a heavy orientation toward business operations and new business development, while also serving as the operational owner for team-wide compliance, contracting, and vendor coordination.

RESPONSIBILITIES

Business Operations + Systems

- Serve as the internal point person for day-to-day operations, ensuring workflows are streamlined, documented, and consistently followed.
- Own and continuously evolve the firm's use, optimization, and integrity of core platforms including Clockify, 15Five, and HubSpot.
- Manage Clockify operations end-to-end: Partner hours tracking, monthly reports and analysis, and ad-hoc system updates to optimize output and reporting.
- Maintain HubSpot as the source of truth for contacts, organizations, new business deals, communications, and documents across new business, vendors, and Stott/client searches; manage ongoing updates such as communication preferences and contact transitions.
- In collaboration with the Managing Director of Strategic Partnerships and President, build and maintain the annual revenue forecast to support informed revenue and staffing decisions.
- Architect and maintain operational workflows, including state registrations, contracting processes, onboarding/offboarding checklists, and documentation management.
- Maintain and continuously improve Policies + Procedures to ensure operational clarity and consistency.

New Business + Contracting Support

- Drive operational execution of the new business pipeline, including tracking of the Leadership Team new business updates, follow-up assignments and accountability, and HubSpot pipeline management.
- Conduct prospect research and support proposal framework development in coordination with the Managing Director of Strategic Partnerships and support from the marketing contractor.
- Manage client, vendor and contractor contracting processes end-to-end including DocuSign facilitation, amendments and document dissemination to appropriate parties.
- Maintain contract templates, file system, and manage modifications.

Leadership Team (LT) Support

- Serve as the operational right hand to the LT — driving accountability, tracking follow-ups, and ensuring throughlines of information and communication.
- Provide logistical and administrative support for LT meetings, including scheduling coordination, materials prep, documentation flow, and follow-up reminders.
- Own and steward Partner action items and the LT/Ops PTO calendar.
- Own internal LT calendaring (LT meetings, team meetings, prep time, outreach) in strategic coordination with the Virtual Assistant, who handles new business and client team calendaring.
- Provide performance review support to Managing Directors and other LT members through 15Five as needed.

Compliance + Legal Operations

- Own the internal workflows needed to keep Stott in compliance with state fundraising registration requirements and ensure long-term systems are in place.
- Partner with legal counsel on contract modifications and other recurring legal operations needs including data and security policies.
- Serve as the operational liaison to legal counsel.

Team Operations + Culture

- Serve as administrative owner for all-team meetings, full-team meeting rhythms, and retreats — preparing materials (content designed by LT), capturing next steps, managing distribution, and coordinating and managing logistics, communication, and scheduling.
- Help implement team culture and internal communication activities planned by leadership, ensuring details are handled and information flows smoothly.
- Maintain PTO and basic workload tracking through Clockify; flag patterns or concerns to leadership for review.
- Own administrative requirements for full-team meetings by capturing next steps, managing distribution, and coordinating with the VA as needed.

Administrative + Operational Oversight

- Oversee the Virtual Assistant to provide strategic connectivity across the firm — ensuring scheduling decisions reflect internal priorities, meeting cadence, and LT needs and priorities.
- Serve as the escalation point for any scheduling conflicts, bottlenecks, or internal coordination challenges.
- Coordinate travel and event-related needs with the VA as appropriate.
- Oversee marketing contractor to ensure marketing execution (LinkedIn posts, newsletters, content production, frameworks/proposals) is on time, on brand, and aligned with firm priorities; in partnership with Managing Director of Strategic Partnerships.
- Monitor the info@stott inbox and maintain the info@stott calendar (holidays, PWP, team PTO).
- Provide first-line systems troubleshooting for the team (StottBot errors, log-in issues, email DNS, etc.).
- Manage recurring and ad-hoc projects including retreats, client year-end gifts, and other firm-wide initiatives.

QUALIFICATIONS + CORE COMPETENCIES

- 10+ years in small business operations or chief-of-staff-style roles within a consulting, professional services, or nonprofit environment.
- Demonstrated range: comfort moving from highly strategic work (forecasting, systems design, advising senior leaders) to highly tactical work (inbox monitoring, troubleshooting, logistics) within the same day, without ego or friction.
- Strong organizational instincts with proven ability to keep multiple projects moving smoothly.

- Strategic judgment and business savvy — the ability to see around corners, anticipate downstream implications of decisions, and bring a point of view to operational and business questions.
- A bias toward action and ownership, paired with the discernment to know when to escalate and when to decide independently.
- Exceptional attention to detail and an exacting standard for accuracy, follow-through, and quality.
- Proven ability to serve as a centralizing, accountability-driving force across a senior team.
- A relationship-driven approach and warm, clear communication style.
- Comfort with systems, process-building, and creating clarity out of complexity.
- Experience managing or collaborating closely with an Executive Assistant or Virtual Assistant and advising or partnering directly with senior leaders and founders.
- Integrity, discretion, and a commitment to values-led work.
- Experience with Clockify, HubSpot, or similar tools is a plus, and eagerness to learn is even more important.
- Comfort working in a remote, fast-paced, mission-driven environment with multiple priorities and stakeholders.

SALARY AND BENEFITS

The salary band for the Director of Operations position starts at \$115,000, with room for growth based on experience and performance. The Stott Group offers a comprehensive benefits package, including 100% employer-covered health plans, 401k employer match, and a generous PTO policy.

WORKING AT THE STOTT GROUP

This is a full-time exempt virtual position, with a strong preference for candidates based in Minneapolis, MN or Washington, DC. There is flexibility in this role, yet the ability to be responsive to requests across different time zones is required, with core work hours occurring during Eastern Time or Central Time. The Director of Operations may be expected to travel 1-3 times a year for in-person team retreats/meetings.