



## Director of Operations

### Job Description

Blitz Digital Group is seeking a driven, creative **Director of Operations** to join our team, and drive our growth! A successful Director of Operations is a digital advocate, a difference maker, a process creator and big picture thinker who can guide our agency growth strategy.

### Who We Are:

We are Blitz Digital Group, a mission-driven organization determined to leverage the power of digital communication to make positive impacts for non-profits, associations and businesses everywhere so they can deliver incredible personalized communication at scale like never before.



### Who You Are:

A Digital Advocate. You are focused on building a culture of all things digital to help Blitz's clients achieve their digital fundraising and marketing goals in a way that differentiates it from all other aspects of the organizations communications strategy rather than being an afterthought.

A Difference Maker. You are a leader through action and word. You have the ability to establish respect, credibility and trust internally with your colleagues, partners, executives, non-profits and customers and have a reputation for being able to open doors.

A Start-Up Process Creator. You are creative and have new ideas and proven techniques you'll implement on day one to ensure Blitz is constantly improving our way of working while scaling to achieve record growth. You are methodical and passionate about defining and implementing processes to improve organizational efficiency within the startup culture.

A big picture thinker. You have the ability to think strategically and creatively and have significant experience that allows you to identify problems and implement solutions while learning the direct response and fundraising space.

### The Role:

The Director of Operations guides operational growth strategy, manages day-to-day start-up and project needs, as well as measurement and improvement of processes. This role reports to the President and works in tandem with, Team Leads, Staff and Finance teams to ensure all operations are optimized and function efficiently.

**Responsibilities:**

- Define processes to optimize business functions according to strategic vision set by President
- Implement Blitz standard processes to ensure they are followed to the fullest extent possible across projects (ex. PowerBI, DataSheets, make sure testing is embedded in our process, etc.)
- Oversee business systems Operations and Execution
- Work in tandem with Blitz, HSP Leads and Finance to establish corporate efficiencies (ex. Standardize Monthly Reporting or Set Pricing structures)
- Work in tandem with Team Leads to ensure client programs needs have appropriate staffing, content delivery and creative expertise
- Manage day-to-day corporate and program processes
- Responsible for facilities management
- Proficient in use of various tools and software used by project teams; comfortable with admin-level access
- Actively use tools (ex. Iterable, Hubspot, Wordpress, Zapier, Teams and Sharepoint) to support daily corporate and/or project needs
- Support staff planning and management for corporate and client programs
- Implement a Content Quality Assurance System; support internal and external audits

**Management and Analysis**

- Facilitate regular review of current operations; investigate, identify, propose and implement new processes to improve organizational efficiency
- Establish analytics and performance tracking strategies for the company
- Establish metrics to measure program success through Fundraising Returns Report System
- Use donation and marketing data and information to drive necessary changes and optimize efforts; leverage reporting capabilities of tools (ex. Iterable, PowerBI, Google Datasheets) to inform decisions
- Manage, integrate, and align information from multiple sources into actionable insights
- Define and implement process improvements to leverage CRM tools (Hubspot)

**Additional Responsibilities**

- Supervise, and support the work of both Marketing and Account teams
- Willingness to travel to Blitz office(s) in the DC/VA area or any US Based client site as needed
- Perform other duties or special projects as assigned

**Qualifications**

- Bachelor's Degree in Business, Information Technology (or a related field) is required
- Minimum of 5 years of related work experience in relevant positions of increasing scope and responsibility, and experience in an operations leadership role
- 5+ years proven experience defining processes and optimizing business operations is required
- Exceptional organizational management, client relationship and leadership skills
- Good knowledge of the political news cycle
- Excellent oral and written communications skills
- Acute attention to detail

**Perks/Benefits:**

Competitive base salary

Flex hours

Medical/Dental/Vision Insurance

Paid holidays

Company provided Short-Term Disability

Company provided Life Insurance

401k with employer match

New business referral and spot bonuses

Company Incentive Trips

Professional development incentives

Want to make an impact and help build a dynamic marketing agency? Think you have the entrepreneurial spirit it takes to join our digital team? Tell us your story, submit cover letters, salary requirements, resumes and any recommendations to [jobs@blitzdigitalgroup.com](mailto:jobs@blitzdigitalgroup.com) with **Director of Operations** in the Subject field. For further company details, please visit our website: [www.blitzdigitalgroup.com/careers](http://www.blitzdigitalgroup.com/careers)