

Updated: 8/2026

CARTER COMMUNITY BUILDING ASSOCIATION

JOB DESCRIPTION

POSITION TITLE **Operations Director**

FLSA STATUS: **Full-Time, Exempt**

Position Overview

The Operations Director is responsible for the overall operations, administrative excellence, and internal functioning of the Carter Community Building Association (CCBA). This position serves as a primary strategic partner to the Executive Director and Senior Leadership Team, managing cross-organizational priorities, driving special projects, and maintaining high-level Board of Directors operations.

About the CCBA

Founded in 1919, the Carter Community Building Association (CCBA) is a premier non-profit recreation, fitness, and community center dedicated to promoting healthy lifestyles, personal development, and community connections in the Upper Valley. Operating the Carter Community Building, the Witherell Recreation Center, and the surrounding park campus in downtown Lebanon, NH, the CCBA provides inclusive programming for individuals of all ages—including state-licensed after school program, a nine-week full-day summer camp, as well as aquatics, fitness, community athletics, and myriad community events. Every member of our staff plays a vital role in fostering an encouraging, safe, and positive environment for our community.

Core Responsibilities

Strategy, Project Management & Executive Support

- In partnership with the Executive Director and Senior Leadership Team, support the management, tracking, and execution of the CCBA's strategic plan.
- Coordinate cross-organizational priorities and institute streamlined integration systems across all CCBA departments and project teams.
- Proactively identify potential operational bottlenecks, project issues, outgoing communications, or agenda risks, developing actionable solutions to review with the Executive Director.
- Oversee key research and special organizational projects; prepare high-level deliverables, draft official correspondence, letters, and reports.
- Exercise sound, independent judgment on operational matters, including making key decisions on behalf of the Executive Director when designated.

Operational Leadership & Facility Management

- Oversee daily program-related and administrative operations across all CCBA facilities, ensuring high standards of safety and user experience.
- Oversee the collection of operational and program metrics to compile and deliver reports to the Executive Director.
- Plan and facilitate meetings; track action items, capture key takeaways, and ensure prompt project follow-up.
- Represent the CCBA at community events and external stakeholder meetings on behalf of the Executive Director. Provide leadership and logistics capacity for both virtual and in-person CCBA events and retreats.

HR & Workplace Culture

- Direct HR functions in coordination with finance staff, including revising job descriptions, managing hiring/onboarding, maintaining personnel files, and updating the employee handbook, as needed.
- Facilitate management training for team supervisors, and help build a collaborative, inclusive workplace culture.

Governance & Board Liaison

- Assemble and distribute comprehensive pre- and post-meeting board materials, meeting minutes, advance notes, and executive communications.

Fundraising & Development Support

- Assist with donor stewardship and relationship building.
- Support grant writing, reporting, and donor management database.
- Help coordinate fundraising events and campaigns.
- Identify opportunities for operational partnerships and sponsorships.
- Collaborate on annual giving and capital initiatives.

Important Work Considerations

- On-site presence at the CCBA campus in Lebanon, NH, including regular walk-throughs of facilities.
- Occasional evening and weekend availability required to support special community events, board meetings, and peak facility usage hours.
- Must successfully pass comprehensive background checks and child safety screenings required for staff operating within facilities hosting state-licensed childcare programs.

Qualifications

- Bachelor's degree required.
- Minimum of 5+ years of progressively responsible experience in senior operations, executive project management, human resources, or departmental leadership within non-profit or complex organizational settings.
- Demonstrated track record executing strategic plans, managing cross-functional projects, and supporting executive/board-level administration.

- Strong understanding of operational budgets, departmental P&L management, and financial statements.
- Proficient in database management, project management tools, membership software (e.g., Club Automation), and MS Office Suite.
- Exceptional written and verbal communication skills with the poise to draft executive correspondence, engage board members, and represent the organization publicly.
- Deep commitment to the CCBA's mission of fostering health, wellness, and community connection.

Compensation & Benefits

- **Salary Range:** \$85,000 – \$110,000 annually (commensurate with experience)
- **Health & Wellness:** Medical insurance
- **Retirement:** 401(k) plan with employer matching contribution
- **CCBA Perks:** Complimentary full-facility CCBA family membership

Reporting to: Executive Director

To Apply

Submit your resume and a tailored cover letter explaining your operational leadership and project management experience to: **connect@joinccba.org** with the subject line "*Operations Director Application.*"

The CCBA is an Equal Opportunity Employer. We do not discriminate against any employee or applicant because of race, creed, color, religion or belief, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, protected veteran status, marital/civil partnership status, pregnancy/maternity or any other characteristic protected by law. We are an inclusive organization and actively promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.