



## **DIRECTOR OF CLIENT OPERATIONS**

### **CORPORATE OVERVIEW:**

Prolanthropy is the largest and most successful provider of philanthropy management services in professional sports, specializing in the formation and management of non-profit foundations of professional athletes. Having established an industry leading presence built on nearly two decades of world-class results, Prolanthropy provides clients with the fiduciary, governance, event, programming and marketing expertise needed to achieve their philanthropic goals.

### **POSITION:**

The Director Client Operations plays an integral role in the team and is responsible for providing expertise in the areas of operations team management, operations, planning, coordination and execution of outreach programs, fundraising events and non-event fundraising campaigns, working within the core values of the company to meet foundation and company goals. This position reports directly to a member of Prolanthropy's Leadership Team who is also serving in the role of Managing Director for a portfolio of clients.

This full-time, salaried position will be located at the headquarters of Prolanthropy in Florence, Kentucky. With an international reach, this is an excellent opportunity to work within the world of philanthropic endeavors as well as in sports management and sports marketing.

Successful candidates for this role are high-performing individuals that have a drive to produce consistent results and an ability to maintain personal motivation to independently achieve stated goals.

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## **KEY RESPONSIBILITIES:**

### FOUNDATION OPERATIONS MANAGEMENT

- Manages general activities of assigned Foundation's operations including Program & Events and Marketing/Media team members and vendors.
- Be responsive and timely to requests of internal team and client/client stakeholders.
- Develops and implements processes as well as ensures compliance with these processes.
- Evaluates and enhances current operational systems.
- Prepares reports and audits to monitor and improve operations effectiveness. May coordinate communication between MD and team.
- Critically assessing capacity needs and identifying strategic methods to accomplish projects
- Has full authority for personnel actions and manages subordinate staff in the day-to-day performance of their jobs including daily management functions including subordinate staff compensation, benefits, policy reviews and compliance.
- Train new team members and roll-out of new processes and platforms
- Ensures that Foundation project milestones/goals are met and adhering to approved Foundation budgets.
- Extensive knowledge of department processes.
- Oversee the execution of multiple foundation outreach programs and fundraising events for assigned foundation clients at one time and work within the given timeline to complete appropriate tasks.
- Ensure Foundation's digital media platforms are up to date and accurate
- Achieve in-kind donation goals.

### NON-EVENT FUNDRAISING MANAGEMENT

- Develop Live Auction and Fund-A-Need strategies of assigned Foundation's fundraising events.
- Manage non-event fundraising campaigns such as Pledge It, Spotfund, Prizeo, etc for assigned Foundations.
- Achieve Grant revenue goals for assigned Foundations.

### PROGRAM & EVENT MANAGEMENT

- Collaborate with the internal client team to develop, manage and oversee aspects of the strategic and tactical program and event operating plan including, budget creation, contract negotiation, site selection, program recipient research and selection, agenda scheduling, food & beverage selection, invitation process, staffing, on-site set-up and logistics and more.
- Analyze budgets, working closely through program and event development and execution to manage cost control.
- Develop and manage operational timelines and milestones for assigned client foundation outreach programs and fundraising events.
- Professionally communicate and negotiate with numerous vendors and suppliers, program recipients, sponsors, client constituents, volunteers, contract labor partners and the internal client team.
- Ability and willingness to frequently travel during peak seasons.
- Maintain and update event records in various MS Office applications.

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- Complete and organize post-event data, budgets and reports accurately and in a timely manner.

## **DIRECTOR CLIENT OPERATIONS MUST:**

- Possess personal character qualities with demonstrated experiences that match the Core Values of the company
- Adopt and use Entrepreneurial Operating System (EOS) as a management system for projects and team members.
- Be a self-starter that possesses strong business acumen with problem-solving skills
- Possess strong planning, research, and communication skills
- Work well under pressure, and possess excellent time-management and organizational skills
- Demonstrate excellent written and verbal communication skills with an ability to concisely and accurately convey information to a variety of constituents.
- Be flexible and creative, able to easily think “outside of the box” to find creative solutions
- Be organized with a keen attention to detail
- Demonstrate the ability to work well in a team environment; be a team player who can take and give direction and works well in a fast-paced environment; ability to deliver effective turnkey solutions in a limited timeframe
- Take ownership of multiple projects at once, managing themselves with little to no supervision
- Be able to travel as much as 30% of work time.
- Be available to work occasionally during the evenings and on weekends while in market on client-related business.
- Experience within the sports industry is a plus

## **QUALIFICATIONS:**

- 4-year college degree
- Experience in sponsorship sales, sponsorship activation, event planning/management/gameday operations or administrative/project management
- Demonstrated success in implementing effective logistical, project or event/gameday management strategies
- Consent to a pre-employment background check including education and work history verification, as well as a criminal background check
- Be legally qualified to work in the United States
- Be able to lift up to 30 lbs. occasionally without discomfort
- Proficiency in in all Microsoft Office platforms, with a higher level of understanding and knowledge of Microsoft Excel