



Job Description for VP, Field Operations

Reporting to the President, the Vice President Field Operations is a full time (exempt) salaried position. Future direct reports may include part time regional field operations positions. This position has a critical role serving as an integral member of the senior leadership team in strategic decision making at the National Interscholastic Cycling Association (NICA). They must work closely with the President and other department heads to effectively deliver NICA's mission.

The Vice President Field Operations is a leader who maximizes and strengthens the capacity of the organization in furthering NICA's mission. As a direct liaison between the League Directors (LD's) and NICA National, this person will prioritize building relationships with all LDs and/or regional representatives in order to work toward both the needs of the leagues and the national organization. This position will guide development and help LD's and their staff to execute operational plans to create superior field operations that align with the missions and goals of NICA National and individual leagues.

This role centers around establishing best practices, improving execution, evaluation, and communication for league operations in coordination with Leagues and NICA National. The ability to build trust and relationships is critical to this position. This position requires strong leadership, agile management, and steering skills to align and move forward within a complex business environment.

Key Responsibilities

- This is a solutions-based role with responsibility and authority to implement solutions on an as-needed basis.
- Act as an advocate for and identify issues relevant to the Leagues' and NICA National's brand, services, constituencies, volunteers, donors, and the community.
- Develop and monitor performance and quality-monitoring metrics and action plans to help NICA National and Leagues address issues, including leadership and overall League performance.
- Improve the delivery of NICA National services through effective process improvement strategies to ensure customer satisfaction.
- Participate in the design and implementation of policies and procedures across leagues and national operations.
- Simplify and enhance the League (customer) experience.
- Perform a gap analysis between the customer's expectation and current process.
- Foster an environment of empowerment, openness, inclusion, and objectivity all while striving to deliver solutions that benefit the entire organization.
- Measure, analyze, and communicate progress toward strategic goals both from a National and League perspective.
- Interface with the League Directors at their place of work and local venues to understand the issues that they face. Communicate these issues to the President and management team.
- Address and resolve conflicts between Leagues and NICA National.

- Make recommendations on how the Leagues should be structured to achieve the greatest success and then take action to implement approved solutions.
- In the second half of 2021, with the President and with Leagues' input, finalize the responsibilities of the regional field operations representatives. Participate in the hiring, training, and development of this position.
- Supervise and support regional field operations representatives.

Qualifications

- Bachelor's degree (or equivalent) in business or relevant subject required.
- 3-5 years progressive experience in a senior leadership role.
- A proven, well-rounded, pragmatic leader with experience in hands-on leadership and management.
- Experienced in driving initiatives and programs designed to increase levels of customer satisfaction, service excellence, and optimizing business processes and operations.
- Must be able to effectively collaborate with the national office and Leagues to take advantage of best practices, insure strategic alignment, and share resources as appropriate.
- Prior experience and proven track record of success for immediate credibility within the senior management team and league constituents.
- Keen business judgment combined with the ability to provide fresh, proactive insight.
 - Possess knowledge of financial indicators and analysis.
 - Experience with roll-out of project management and process improvements.
- Excellent management, communication, and conflict resolution skills.
- Must be a team builder with a passion for:
 - Delivering results together, developing a culture of hard work, engagement and success as a team, and a talent for building trust and earning respect.
- The proven leadership trait of making reasoned decisions in a changing business environment.
 - The flexibility and problem-solving capability to address and resolve issues that face our business.
 - The proven ability to lead change.
- Excellent project management skills with attention to detail, ability to plan, coordinate, and execute projects over the course of several months.

Other Related Criteria

- Flexibility for significant travel, including the ability to drive a motor vehicle.
- Ability to pass a thorough background check (required for work with minors).
- Knowledge and/or interest in cycling, trail advocacy and youth development.
- Previous experience with NICA is a plus but not a requirement.

To Apply:

Please send a cover letter and resume by February 8, 2021 to Kelly Curry, HR Director at jobs@nationalmtb.org. Applicants, whose applications are up for consideration, will be contacted. No phone calls, please.

NICA is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.