

Director of Operations
City of Memphis and Shelby County Community Redevelopment Agency (CRA)
Memphis, Tennessee

Reports To: President

FLSA Status: Exempt, Salaried

Salary Range: \$95,000 - \$100,000 annually

Apply: <https://app.loxo.co/job/MTAyMDItYW1oYTF4NjVrZm9zZ2dldA==?t=1785171770218>

LEAD THE OPERATIONS BEHIND COMMUNITY IMPACT

The Community Redevelopment Agency (CRA) is a mission-driven organization established by the City of Memphis and Shelby County dedicated to revitalizing neighborhoods, expanding housing opportunities, and creating generational wealth throughout Memphis and Shelby County. The CRA works at the intersection of public service, community investment, and neighborhood development to improve the quality of life for residents across the neighborhoods we serve.

As the CRA continues to grow, we are seeking a Director of Operations to join our leadership team. This position will play a critical role in strengthening organizational infrastructure, supporting department leaders, improving operational effectiveness, setting up systems and processes, and helping the agency scale its impact.

Reporting directly to executive leadership and working closely with the President and Chief Financial Officer, the Director of Operations will serve as a strategic and hands-on leader responsible for translating organizational goals into operational excellence. Our agency has established funding streams approved by state and local government and seeks to leverage these to bring additional investment to maximize impact throughout the City of Memphis and Shelby County. This role is ideal for a collaborative leader who can balance compassion with accountability, develop high-performing teams, and build systems that support long-term growth.

WHY THIS OPPORTUNITY STANDS OUT

- Leadership role with significant influence and visibility
- Opportunity to help shape the future of a growing organization
- Direct partnership with executive leadership and department directors
- Meaningful work that positively impacts Memphis communities and residents
- Collaborative, mission-driven culture

WHAT YOU WILL DO

Organizational Leadership

- Serve as a key member of the leadership team, helping drive organizational effectiveness and strategic execution
- Partner with executive leadership to align operational priorities with agency goals
- Support and coach department directors to improve performance, accountability, and collaboration
- Help develop the organizational infrastructure needed to support continued growth
- Foster a culture of respect, transparency, teamwork, and continuous improvement

Operations & Process Improvement

- Oversee the day-to-day operations and ensure efficient execution across departments
- Evaluate and improve workflows, systems, and operational processes
- Develop and implement policies, procedures, and best practices that enhance organizational performance
- Identify opportunities to increase efficiency, eliminate bottlenecks, and improve communication
- Establish performance metrics and reporting tools that support data-driven decision-making

Project Management & Technology

- Lead and monitor agency-wide projects and strategic initiatives
- Ensure projects remain on schedule and aligned with organizational priorities
- Oversee the effective use of project management and workflow platforms, including ClickUp
- Evaluate and implement technology solutions that improve collaboration, accountability, and operational effectiveness
- Support change management initiatives and help teams successfully adapt to new processes and systems

Team Development & Support

- Provide leadership, guidance, and support to directors and staff across the organization
- Help managers establish priorities, solve challenges, and improve execution
- Balance empathy and support with clear expectations and accountability
- Promote employee engagement, professional development, and organizational effectiveness
- Identify needed professional development resources and assist in training staff
- Serve as a trusted advisor and resource for internal teams

Community & Stakeholder Engagement

- Support positive interactions with residents, community members, and external stakeholders
- Occasionally assist individuals seeking information or services from the agency
- Demonstrate professionalism, empathy, patience, and respect when working with diverse populations
- Represent the organization in a manner consistent with its mission and values

WHAT WE'RE LOOKING FOR

Successful candidates will bring a combination of strategic leadership, operational expertise, and strong people-management skills.

QUALIFICATIONS

- Bachelor's degree required; advanced degree preferred
- Seasoned individual with 7+ years of progressive leadership experience in operations, administration, project management, organizational development, or a related field
- Experience overseeing multiple functions, departments, or teams
- Demonstrated success improving processes, workflows, and organizational effectiveness
- Experience utilizing project management and operational software platforms
- Strong analytical, organizational, and problem-solving abilities
- Excellent communication and relationship-building skills
- Ability to manage competing priorities in a dynamic environment

IDEAL LEADERSHIP TRAITS

The ideal candidate is:

- A strong operational leader who enjoys building structure and improving performance
- Compassionate, approachable, and emotionally intelligent
- Comfortable holding teams accountable while maintaining positive relationships
- Adaptable and able to pivot when priorities change
- Skilled at coaching, mentoring, and developing others
- Highly organized and detail-oriented without losing sight of the bigger picture
- Comfortable rolling up their sleeves and helping wherever needed
- Ability to work successfully with a very diverse team and community

EXPERIENCE WE VALUE

Candidates may come from nonprofit, government, higher education, healthcare, housing, professional services, community development, or other mission-driven organizations. We are seeking an accomplished operational leader with a track record of strengthening organizations, supporting teams, and driving results. Experience with construction management, housing and property management, project management software, and strategic planning would be extremely helpful.

JOIN OUR TEAM

This is a unique opportunity to help lead one of Memphis's most impactful community-focused organizations during an exciting period of growth. If you are a strategic thinker, collaborative leader, and operational problem-solver who enjoys helping organizations and people perform at their best, we encourage you to apply.

BENEFITS

- 14 government holidays observed
- 18 days of Paid Time Off annually
- 401(k) matching
- Health, Vision, and Dental