

Book'em

Operations Director

Book'em | 161 Rains Ave, Nashville, Tennessee, 37203 | www.bookem-kids.org

Full-Time • Non-Exempt (Overtime-Eligible) • In-Person • Reports to: Executive Director

About Book'em

Since 1989, Book'em has connected Nashville's children with books and the joy of reading. Our mission: to create a more literate Nashville by igniting children's passion for reading through book ownership and enthusiastic volunteers.

Through five programs: Books for Nashville's Kids, Reading Is Fundamental, Ready for Reading, Book Bus, and Read Me Day, Book'em serves more than 22,000 children annually across Davidson County and has distributed over 1.5 million books to young readers ages 0–18.

Book'em is a lean, mission-driven organization. With the addition of this role, the team will include 3 full-time staff, 9 part-time staff, and 2 independent contractors, supported by an engaged Board of Directors and a strong network of volunteers, donors, and community partners. We hold a Platinum Transparency rating from Candid, a four-star Charity Navigator rating, and are a top-rated nonprofit by Great Nonprofits.

Position Overview

The Operations Director is a new, senior role at Book'em created to own the operational infrastructure that makes the organization's mission possible. This position directly reduces the Executive Director's operational burden, enabling the ED to focus on fundraising, community leadership, board partnership, and strategic direction.

This role is not an executive assistant position. The Operations Director is accountable for outcomes across five functional areas: financial operations, human resources administration, board and committee logistics, organizational systems, and operational continuity. The right person brings professional experience, sound judgment, and the ability to run these functions reliably with limited supervision.

This position reports to the Executive Director and works closely with Book'em's bookkeeper, grant writer, board treasurer, and program staff.

Areas of Ownership

Financial Operations

- Download, categorize, and reconcile transactions from Stripe, PayPal, Venmo, bank accounts, and credit cards in QuickBooks Online on a regular cycle
- Prepare monthly financial reports and account summaries for Executive Director review
- Manage accounts payable: prepare checks and invoices for ED review and signature
- Prepare and manage bank deposits

- Coordinate payroll submission through Gusto; ensure timesheets are complete and accurate prior to each payroll cycle
- Track and reconcile grant expenditures; prepare grant financial reports in coordination with the grant writer
- Support annual audit preparation: documentation, transaction detail, inventory records, and auditor requests
- Monitor cash management and flag anomalies or concerns to the Executive Director

Human Resources Administration

- Manage the full hiring logistics cycle: job postings, application tracking, interview scheduling, offer coordination, and onboarding paperwork
- Maintain employee files, compliance documentation, and HR records in Gusto and organizational systems
- Coordinate staff background checks, track renewal timelines, and ensure documentation is current
- Track and communicate HR deadlines, policy updates, and compliance requirements to the Executive Director
- Support staff onboarding and offboarding processes
- Identify and flag HR-related issues or compliance gaps to the Executive Director for decision-making

Board and Committee Logistics

- Coordinate all board and committee meeting logistics: room reservation, Zoom setup, calendar invitations, and materials distribution
- Assemble and distribute board packets 2–3 days in advance; compile agendas, minutes, financial reports, and ED materials
- Draft and distribute board and committee meeting minutes within 5 business days
- Maintain and update board committee rosters, contact information, and meeting schedules
- Track board governance deadlines, compliance items, and follow-up action items from meetings
- Prepare materials and reports for the Executive Committee and other board committees as requested by the ED

Organizational Systems and Compliance

- Maintain and improve organizational filing systems, document management, and shared drive organization across SharePoint and Dropbox
- Build and maintain a master grant calendar: application deadlines, report due dates, and documentation requirements
- Manage insurance policies, certificates of insurance, renewals, and vendor documentation

- Track vendor contracts, agreements, and renewal timelines; coordinate with vendors on routine matters
- Document organizational procedures and workflows, building institutional knowledge that reduces key-person dependency
- Identify and implement operational improvements and automation opportunities using existing tools (Microsoft 365, Airtable, and others)
- Manage office and facilities (physical space) operations: supplies, equipment maintenance, physical space management, incoming mail, and general administrative functions

Operational Continuity and Executive Support

- Serve as a reliable operational anchor — ensuring that finance, HR, and administrative functions continue smoothly when the Executive Director is traveling, in meetings, or on leave
- Manage and triage the organization's general inbox and phone inquiries, routing appropriately
- Support the Executive Director with research, information gathering, and document preparation as needed
- Assist with fundraising event logistics and campaign execution as capacity allows
- Handle special projects and emerging organizational needs at the ED's direction

What Success Looks Like

In this role, success means:

- Financial records are current, clean, and audit-ready at all times — the Executive Director is never scrambling to locate a transaction or prepare a report under deadline
- Payroll runs on time every cycle without exception; HR files are complete and compliance deadlines are tracked and met proactively
- Board and committee meetings run smoothly — packets go out on time, minutes are distributed promptly, and logistics never fall through the cracks
- The Executive Director's time is visibly freed from operational execution — she is spending more time on fundraising, community relationships, and strategy because this role has reliably absorbed the work that was slowing her down
- Organizational procedures are documented and accessible, so institutional knowledge is no longer concentrated in one person
- When the Executive Director is out of the office, operations continue without disruption
- Book'em is more resilient, better documented, and operationally stronger one year after hire than the day you started

Decision-Making Authority

The Operations Director has independent authority to:

- Execute established financial and administrative processes within approved budgets and procedures

- Manage vendor and operational relationships within existing agreements
- Make routine HR administrative and scheduling decisions
- Implement and improve operational systems and workflows

The following decisions require Executive Director approval:

- Check signing and financial commitments
- Hiring, compensation, and personnel actions
- New vendor agreements or significant changes to existing contracts
- Any matter with strategic, financial, or reputational implications for the organization

Qualifications

Required

- Three or more years of experience in operations, finance administration, office management, or a closely related field
- Demonstrated experience with bookkeeping or financial operations
- Strong organizational skills with the ability to manage multiple priorities, recurring deadlines, and competing demands independently
- Proficiency with Microsoft 365 (Outlook, SharePoint, Word, Excel) and the ability to learn new technology platforms quickly
- Excellent written and verbal communication; capable of drafting clear professional correspondence and internal documents
- High degree of discretion and judgment in handling confidential financial and personnel information
- Commitment to Book'em's mission and the importance of literacy for Nashville's children

Preferred

- Experience in a nonprofit organization or mission-driven environment
- Experience managing or coordinating human resources processes: hiring, onboarding, compliance, and record-keeping
- QuickBooks Online proficiency strongly preferred
- Airtable proficiency strongly preferred
- Familiarity with donor management systems such as Little Green Light
- Experience supporting a board of directors or executive leadership team
- Familiarity with payroll systems (Gusto or similar)
- Experience building or improving operational systems, procedures, or documentation

Compensation & Benefits

- Salary range: \$52,000-\$57,000, commensurate with experience

- Generous paid time off, including holidays, vacation, and personal time
- Flexible scheduling within a full-time, in-person structure
- Hybrid work option one day per week
- Opportunity to shape and build the operational infrastructure of a growing, well-respected nonprofit

Work Schedule

Full-time, non-exempt (overtime-eligible) position calculated on a 40-hour work week. Core hours are Monday–Friday, 8:00 AM–5:00 PM. Some evening and weekend availability is required for board meetings and organizational events, with advance notice. This time is compensable and should be tracked like any other hours worked. Hours worked beyond 40 in a single work week are paid at one and one-half times the regular hourly rate, consistent with the Fair Labor Standards Act, and must be approved in advance by the Executive Director except in genuine emergencies. This position is primarily in-person at Book'em's office, with hybrid flexibility one day per week.

What This Role Is Not

To set clear expectations for the right candidate, this role does not:

- Set organizational strategy or make financial decisions independently
- Manage or supervise program staff
- Lead major donor relationships or fundraising campaigns
- Serve as the Executive Director's personal scheduler or correspondence manager beyond what directly supports organizational operations

How to Apply

Please email the following to Melissa Spradlin at melissa@bookem-kids.org:

- A cover letter describing your relevant experience and why you are drawn to this role and to Book'em's mission
- Your resume

Applications will be reviewed on a rolling basis with preference given to those received by September 12, 2026.

Book'em is an equal opportunity employer. Diverse candidates are strongly encouraged to apply. The final candidate will undergo a background check. Organization facilities and school campuses are tobacco-free and gun-free environments.