



HORIZONS UNLIMITED OF SAN FRANCISCO, INC.

POSITION DESCRIPTION AND JOB ANNOUNCEMENT

DIRECTOR OF OPERATIONS

Full-time, Exempt

Horizons Unlimited of San Francisco, Inc. (Horizons), established in 1965, is a community-based organization located in the Mission District and offers substance use prevention and early intervention, employment/workforce development, mental health and wellness, multimedia arts, and gender-affirming services, to Latine and all youth of color, up to age 24, and their families residing in the Mission District and throughout San Francisco.

Our programs help young people understand the systems that create inequality and how those systems affect their lives. We create safe spaces where they can make sense of their experiences, build healthy coping skills, and find their own power within these systems. Young people leave with the tools to take care of themselves and their communities and to create real change on their own terms.

Position Summary: The Director of Operations provides strategic and operational leadership across administrative and organizational functions to support the mission and long-term sustainability of Horizons. This position oversees internal operations including finance, human resources, organizational systems, facilities, technology, vendor management, and operational compliance.

The Director of Operations serves as a key member of the leadership team and acts as a strategic partner to the Executive Director to strengthen organizational infrastructure, improve cross-functional coordination, and support a healthy, equitable, and mission-aligned workplace culture.

This job description is intended to delineate the key responsibilities but is not exhaustive of all duties, tasks or functions associated with the position.

Reports To: Executive Director

Duties and Responsibilities:

Organizational Leadership & Strategic Operations

- Partner with the Executive Director on organizational strategy, operational priorities, and internal planning.
- Lead implementation of agency-wide operational initiatives and change management efforts.
- Develop systems and workflows that improve organizational effectiveness and staff experience.
- Monitor organizational priorities and coordinate implementation across departments.
- Establish and maintain operational policies and procedures.
- Support leadership decision-making through analysis, planning, and operational recommendations.



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- Identify operational risks and recommend mitigation strategies.
- Other duties as assigned by the Executive Director.

Human Resources & Staff Experience

- Provide leadership and oversight for Human Resources functions.
- Support equitable hiring, onboarding, retention, performance management, and offboarding practices.
- Ensure HR policies remain current, compliant, and aligned with organizational values.
- Support HR Generalist with employee relations, coaching, and performance concerns.
- Promote a workplace culture that reflects Horizons' values of accountability, inclusion, and staff wellbeing.
- Support implementation of staff engagement and professional development initiatives.

Program Systems & Organizational Infrastructure

- Lead selection, implementation, and continuous improvement of shared organizational systems and platforms.
- Oversee implementation of program data and reporting systems.
- Support consistent documentation and operational practices across programs.
- Collaborate with program leadership to improve data quality and reporting processes.
- Develop systems that preserve organizational knowledge and support long-term sustainability.

Finance & Administrative Oversight

- Provide leadership and oversight for organizational financial operations in partnership with the Finance Manager.
- Monitor organizational budget performance, forecasting, and cash flow.
- Review financial reports and support strategic decision-making.
- Ensure financial policies, procurement practices, and internal controls are maintained.
- Support annual budgeting processes and funding planning.
- Participate in audit preparation and ongoing financial compliance activities.

Compliance, Contracts & Risk Management

- Ensure compliance with applicable federal, state, local, contractual, and funding requirements.
- Oversee organizational insurance, vendor agreements, and administrative contracts.



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- Maintain operational policies and documentation required for regulatory and funding compliance.
- Support agency readiness for audits, monitoring visits, and organizational assessments.

Facilities & Technology

- Oversee facilities management, space planning, maintenance, and operational readiness.
- Manage technology infrastructure and vendor relationships to support agency operations.
- Coordinate operational improvements that strengthen staff productivity and service delivery.
- Monitor organizational assets and administrative resources.

Supervision

- Directly supervise Finance Manager, Human Resources Generalist, and Bookkeeper/Contract Compliance Generalist.
- Provide coaching, accountability, and professional development support.
- Foster collaboration and effective communication across teams.

Minimum Qualification:

- Bachelor's degree in Business Administration, Nonprofit Management, Human Resources, Finance, or related field.
- Minimum five (5) years of progressively responsible leadership experience in nonprofit operations, administration, or organizational management.
- Experience leading cross-functional projects and organizational change initiatives.
- Experience supervising staff and supporting team development.
- Knowledge of nonprofit operations, budgeting, compliance, and internal controls.
- Familiarity with California employment practices and nonprofit operational requirements.
- Experience with data systems and organizational platforms
- Strong project management, communication, and relationship-building skills.
- Ability to manage competing priorities in a dynamic environment.

Preferred Qualifications:

- Experience working in community-based organizations serving youth and families.
- Experience with government-funded programs and grants administration.
- Bilingual English and Spanish are preferred.
- Familiarity with nonprofit technology platforms and operational systems.



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Job Requirements:

- Must be able to work outside regular business hours when necessary, including evenings or weekends.
- Must successfully clear a Tuberculosis (TB) test prior to employment and annually thereafter.
- Must complete all required annual training.
- If in recovery, must be clean and sober for a minimum of two (2) years.

Compensation and Benefits:

- Full-time, permanent position following successful completion of a six-month introductory period.
- Eligible for medical, dental, vision, accidental life and AD&D insurance benefits beginning the first of the month following one full month of continuous employment.
- Paid vacation, sick leave, generous holidays, and professional development opportunities.
- Salary range: \$125,000–\$135,000 annually, depending on qualifications and experience.

Updated:

Jun 22, 2026

Application Deadline:

Open Until Filled.

Application Process:

Submit a cover letter and resume by email at officeadmin@horizons-sf.org or mail to 440 Potrero Avenue, San Francisco, CA 94110.

Horizons Unlimited of San Francisco, Inc. is an equal opportunity employer, and does not discriminate on the basis of race, culture, age, disability, gender, or sexual orientation. Women and BIPOC Are Encouraged To Apply.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.