

Operations Director

Work to achieve and lead the efficient operation of all levels of production as it relates to B.A.A. competition events, including specified responsibility for producing and maintaining workflow and process documentation, the management of contractual relationships with third parties, managing relationships with public agencies and municipalities, and developing processes that contribute to the achievement of the financial goals of the organization, including preparation of operational budgets.

This senior leadership position oversees the Operations Manager, Warehouse Manager, Operations Special Projects (Credential Manager/Sustainability Coordinator), Volunteer Manager, Volunteer Coordinator and works with the Race Director and Medical Coordinator.

This position is responsible for leading event management, logistical, and technical support for all B.A.A. races, including the Boston Marathon.

- Lead the Operations work group.
- Serve as the B.A.A.'s day to day operational interface with the Race Director (DMSE) and, where applicable, Technical Producer (IRS) and their staffs. Manage these key relationships from contract to execution; reviewing invoices, planning, and post-event reviews. Serve as a conduit for information from the B.A.A. to both of these entities – and others -- and back to B.A.A. staff.
- Establish the vision for existing events and event-related activities in collaboration with C.E.O., C.O.O., Race Director, and other B.A.A. departments to establish overall vision.
- Working with the C.E.O., C.O.O., Race Director, and the Director of Finance, responsible for the establishment and operation of standards and contracts pertaining to service providers and contractors engaged in support of B.A.A. competition events, including responsibility for the operation and maintenance of the contracting process with service providers and contractors. Direct management of contractual relationships with third parties and oversight of vendors, purchase requisitions/orders, and material controls.
- Identify the need for the use of RFPs and assist with processes involving the preparation review and use of RFP's for outside vendor bidding, evaluation process, hiring, and implementation.
- Working both independently and with the Race Director and others, serve as B.A.A. liaison to municipal, state and Federal governments and agencies with whom the B.A.A. works and coordinates in the production and conduct of competition events, drive agendas and provide B.A.A. operational updates at event meetings including City of Boston, MEMA, etc.
- Produce and maintain all necessary workflow and process documentation required in connection with the planning and execution of the logistical and technical elements of all B.A.A. competition events, including
 - Event timelines
 - Event support budgets
 - Personnel requirements
 - Coordination across groups and agencies
 - Equipment requirements and procurement

- Transportation support
- Communications plans
- Volunteer support
- Timing and course certification plans
- Medical support
- Onsite communication plans;
- Public safety and security support plans;
- Sponsor activation programs
- Credential program
- Event critiques and wrap-ups
- Development of all necessary templates, protocols and processes required to manage the details of an entire event, and
- Recording and development of all required business processes in this area
- Oversee the management of warehouse operations, led by the Warehouse Manager, assuring the maintenance of accurate material inventory and regular maintenance of event equipment.
- Oversee Volunteer program lead by the program manager and coordinator. Ensure appropriate the support and processes are in place for the planning, organizing and directing the volunteer programs associated with B.A.A. events.
- Work alongside Medical coordinator to ensure that all material requirements are in place for the medical program at all B.A.A. events.
- Oversee race timing and scoring, including contractual relationships with vendors.
- Working closely with all other departments at the B.A.A. including AWD, Communications, Marketing, Participant Services, to ensure that all material requirements are in place at B.A.A. events, new initiatives are successfully implemented, and event information and changes are communicated to the staff. Assist in the planning and execution of new initiatives as part of the Master Plan process.
- From Operations standpoint, work with Marketing team in coordination of sponsorship and marketing initiatives, including activation.
- Work with B.A.A. to implement new technology to support operations processes e.g. Salesforce.
- Oversee event critique process, ensuring event managers prepare and circulate documents internally to key personnel on a timely basis.
- Lead the Operations work and initiatives at the senior staff level, including but not limited to biweekly staff reports, active participation in regular meetings of senior leadership, i.e. Management Work Group.
- Issue status reports to C.E.O., C.O.O., and Race Director on a regular basis.

Email cover letter, resumé, and salary requirement to opportunities@baa.org