



## **DIRECTOR OF OPERATIONS**

### **Sioux Metro Growth Alliance**

The Sioux Metro Growth Alliance (SMGA) is seeking a highly organized, strategic, and relationship-driven leader to serve as Director of Operations. This senior leadership role is responsible for ensuring organizational excellence through operational management, member and partner engagement, strategic initiatives, and execution of organizational priorities.

SMGA is a 501(c)(6) regional economic development organization that exists to promote growth and economic development across the Sioux Falls Metropolitan Statistical Area ("Sioux Metro"). SMGA currently serves municipalities, counties, economic development organizations, chambers of commerce, and public and private sector partners throughout the region.

The Director of Operations serves as a key operational counterpart to the President/CEO, helping ensure the organization functions efficiently, grows intentionally, and delivers high-value experiences to members, partners, and stakeholders. This role bridges internal operations, relationship management, organizational growth, communications, and special initiatives while supporting the long-term mission and vision of SMGA.

This position reports directly to the President/CEO.

### **ESSENTIAL FUNCTIONS OF THE JOB**

#### **Organizational Operations & Leadership**

- Develop, implement, and maintain operational systems, workflows, and standard operating procedures (SOPs) across organizational functions.
- Identify opportunities to improve efficiency, coordination, communication, and organizational effectiveness.
- Lead and execute organizational special projects and strategic initiatives as assigned by the President/CEO.
- Assist in implementing organizational goals, strategic priorities,

and growth initiatives.

- Manage vendor relationships, contracts, renewals, and procurement processes as appropriate.
- Support continuity of operations through effective planning, organization, and systems management.

### **Member, Partner & Community Relations**

- Build and maintain strong relationships with member communities, economic development partners, businesses, and regional stakeholders.
- Assist with member engagement, retention, and outreach efforts.
- Maintain strong understanding of SMGA programs, initiatives, and resources to effectively support partner and member needs.
- Serve as a connector between communities, businesses, organizations, and regional partners.
- Oversee CRM management, relationship tracking, and reporting functions.

### **Events, Communications & Public Engagement**

- Oversee planning and execution of organizational events, leadership programs, meetings, and strategic initiatives.
- Coordinate event logistics, sponsorships, communications, speakers, and follow-up activities.
- Assist with organizational communications, storytelling, marketing, and public relations efforts.
- Represent SMGA at meetings, events, community functions, and regional initiatives as appropriate.

### **MAY ALSO INCLUDE**

- Assisting with Requests for Information (RFIs), economic development projects, and regional initiatives.
- Supporting partner communities and organizations with organizational support and special projects.
- Coordinating with local, regional, state, and federal partners on initiatives aligned with SMGA's mission.
- Other duties as assigned by the President/CEO.



## **QUALIFICATIONS AND REQUIREMENTS INCLUDE**

- Education: College degree in business, economics, communications, nonprofit management, public administration, or related field preferred.
- Experience: Minimum of five years of experience in economic development, chamber management, nonprofit leadership, business operations, or related field preferred.
- Leadership: Must possess strong organizational leadership, initiative, professionalism, and integrity with a desire to make a positive regional impact.
- Operations: Experience building, managing, and improving organizational systems and processes preferred.
- Relationship Management: Strong interpersonal skills and ability to build relationships with business leaders, elected officials, community stakeholders, and partners.
- Communications: Excellent written, verbal, facilitation, and public speaking skills required.
- Strategic Thinking: Ability to think strategically while also executing tactically in a fast-paced environment.
- Technology: Proficiency with CRM systems, Microsoft Office Suite, project management tools, and standard business technologies required.
- Adaptability: Ability to operate effectively in a dynamic environment and help shape evolving organizational initiatives and priorities.
- Nonprofit Experience: Experience with nonprofit governance, grant funding, fundraising, or program management is a plus.

Competitive compensation and benefits package includes health, dental, and vision insurance, LTD/STD/Life/AD&D and dependent life insurance, Common Sense PTO, 401(k) match, phone stipend, mileage reimbursement, and professional development opportunities.

Interested parties may apply at [www.sioxmetro.com/careers](http://www.sioxmetro.com/careers).

Questions may be directed to [tylert@sioxmetro.com](mailto:tylert@sioxmetro.com).

Sioux Metro Growth Alliance is an equal opportunity employer.