



**Executive Director,
Strategic Management Services Organization
(MSO) – Centers of Excellence Network**

Status: Full Time, Exempt

*Reports To: MSO Board of Directors
(Chaired by the Foundation President/CEO)*

Location: Oakland, CA

Apply By: 4/24/26

Join the Strategic Management Services Organization as the Executive Director!

Are you an experienced, collaborative, and accountable operational leader interested in playing a pivotal leadership role driving real organizational and community impact? The Strategic Management Services Organization (MSO) for our Centers of Excellence Network seeks an Executive Director with a demonstrated track record in senior operational leadership and strategic alignment. This role is responsible for the MSO's comprehensive operational integrity and strategic support of the Centers of Excellence (COE) Network—a unified multi-entity organization structured as a parent-subsidary model. The Network consists of a parent foundation and several subsidiary corporations with distinct functions, all of which rely on the MSO for centralized infrastructure and essential backbone services.

The Executive Director will lead the MSO, ensuring the underlying operational backbone and integrated technology systems for all COE Network entities function with maximum efficiency. This role is vital for providing the modern infrastructure and automated workflows necessary for the Network to unapologetically center Black arts, culture, and economics in East Oakland.

We seek an equity-centered leader who applies an equity lens to operational systems, from fair vendor procurement to unbiased HRIS workflows. We look forward to welcoming a partner who shares our core values and is ready to collaborate with us across the Network to provide the essential infrastructure that empowers our community-facing entities.

WHAT YOU'LL DO

As Executive Director, you will be responsible for a comprehensive range of operational functions, ensuring the fiscal integrity and strategic advancement of the COE Network:

- **Steward Network-Wide Operational Services:** The Executive Director will lead the MSO, ensuring the underlying operational backbone and integrated technology systems for all COE Network entities function with maximum efficiency. This role is vital for providing the modern infrastructure and automated workflows necessary for the Network to unapologetically center Black arts, culture, and economics in East Oakland.
- **Sustain Network Infrastructure & Health:** You will act as the central operational lead, focusing on the systemic health and workflow automation of core functions. You will provide strategic guidance to maintain a world-class backbone, ensuring the Network's shared digital tools and AI-forward platforms function as a unified, high-performing engine.
- **Align HR Systems with People & Culture:** You will partner closely with the Chief of People & Culture to ensure the MSO's HR infrastructure effectively supports the Network's values. You will oversee the technical implementation of network-wide HR policies—including recruitment, onboarding, and performance management—ensuring they are operationally sound and aligned with our broader cultural vision.
- **Lead Compliance & Board Engagement:** As the primary architect of the Network's operational safeguards, you will utilize automated reporting and real-time data monitoring to ensure rigorous compliance across all entities. In close partnership with the General Counsel and CFO, you will enforce these legal, fiscal, and regulatory standards through robust internal controls and standardized governance.

KEY QUALIFICATIONS

The Profile: The ideal candidate is a tech-fluent, strategic systems-architect and big-picture thinker with meticulous attention to detail. They must possess the tenacity to navigate complex system dynamics and emerging technologies while driving the network toward operational excellence.

- **Senior Operational Leadership Experience:** A minimum of 10 years of progressively responsible executive leadership experience. You must have a proven track record of managing operations and strategic direction within entities of significant scale and complexity. Experience in the nonprofit or community development sector is preferred, though equivalent experience in high-growth corporate or public sectors will be considered.
- **Technological Proficiency & AI Adaptability:** Highly comfortable navigating sophisticated software ecosystems and burgeoning artificial intelligence tools to drive operational excellence.
- **Workflow Automation:** Demonstrate an interest in or experience with designing and managing automated workflows to enhance efficiency across the MSO's backbone services.

- **Strategic Systems Execution:** Deep expertise in managing Shared Services and MSO models. Demonstrates the ability to lead a multi-disciplinary team in delivering centralized, tech-enabled infrastructure and maintaining high-quality service standards across all Network partners.
- **Education & Specialized Knowledge:** A Master's degree (MBA, MPA, or Nonprofit Management) or equivalent executive experience, with deep expertise in Shared Services and MSO models. You must have a proven track record of building and maintaining a centralized backbone of HR, IT/IS, Facilities, and Intelligent Operational Workflows. We require a tech-fluent leader who can navigate a complex stack, leverage burgeoning AI tools to design automated efficiencies, and enforce the SLAs and internal controls necessary to govern a high-performing multi-entity organization.
- **Mission Alignment & Cultural Competence:** An unwavering commitment to the Shared Management Services Corporation's (SMSC) and BCZ's mission. The ability to work authentically within East Oakland's unique and diverse community are essential. Deep lived or professional knowledge of East Oakland and Black cultural traditions is highly preferred. Candidates must demonstrate "cultural humility"—the ability to lead with respect for community history while optimizing the systems and infrastructure that support our mission's growth.
- **Leadership & Systems Execution:** A results-driven leader who can operationalize the MSO's strategic vision and maintain high-performance standards for all **centralized shared services**. You are an autonomous self-starter who manages multi-entity complexities by staying in close alignment with the MSO Board and collaborating effectively with the leadership of all network entities. You must be able to communicate complex operational data clearly to diverse stakeholders.

OUR CULTURE AND BENEFITS

At the Centers of Excellence Network, we believe in a collaborative organizational culture. We live by our C.R.E.A.T.E. values (Collaboration, Respect, Execution Speed & Excellence, Accountability, Tenacity, and Equity & Fairness), which serve as a guide for performance discussions and help foster a high-performing team environment.

This is a full-time, salary, exempt position. This is a hybrid role with a 50% on-site presence expected at 8321 International Blvd, Oakland, CA, to ensure effective management of the Network's physical infrastructure and facilities. The salary for this role is within the range of \$140,000 - \$180,000 annually.

We offer a comprehensive benefits package for team members who work 30 or more hours per week, beginning the 1st of the month after 60 days of regular employment. The organization pays 100% of the team member's premiums and 50% of dependents' premiums. Our benefits include:

- **Health & Wellness:** Medical (Kaiser Gold 80 HMO base plan with buy-up options), MetLife Dental, MetLife Vision, MetLife Basic Term Life / AD&D, and MetLife Long-Term Disability.
- **Retirement & Legal:** CalSavers Program and MetLife “MetLaw” Legal Plan.
- **Professional Development:** Access to an Employee Assistance Program (5 free sessions per incident); Thrive Coaching for professional and personal development; and reimbursement of role-related professional development expenses up to \$750 per year.
- **Work-Life Balance:** Hybrid work options for some positions, paid lunches, events, and other perks.
- **Generous Paid Time Off:** SMSC/BCZ Wellness Hours (up to 96 hours per calendar year), 15 observed holidays, a year-end closure (Dec 24 - Jan 1), 72 hours of paid sick leave, and 12 vacation days per calendar year.

If you are ready to apply your operational expertise to advance a complex mission-driven organization, we encourage you to apply.

HOW TO APPLY

The Shared Management Services Corporation/Black Cultural Zone is partnering with [Walker & Associates Consulting](#) – an Oakland-based strategic management consulting and executive search firm – to facilitate this search. Apply online [HERE](#) by **Friday, April 24, 2026**, at 5:00 pm PT. *Questions or Nominations?* Contact Jeannine N. Walker at jwalker@walkeraac.com.

SMSC/BCZ is committed to recruiting and hiring team members who understand and are connected to the communities we serve. To advance that mission and enhance program effectiveness, we may consider an applicant’s current residency within the area from High Street to the San Leandro border and from MacArthur Blvd to San Leandro Blvd. SMSC/BCZ also considers referrals from designated collaborative partners as positive factors in our hiring process. All hiring decisions will comply with applicable equal employment opportunity laws and our anti-discrimination and anti-harassment policies.

