



Director of Operations

Role based in New York, NY

CREO is a NYC-headquartered not-for-profit with a mission to mobilize and catalyze high-impact capital to drive the necessary transition to a low-carbon, sustainable, and prosperous future for all.

To achieve our mission, CREO works with a large ecosystem of global stakeholders, including Members (wealth owners, family offices, and family enterprises), Affiliate Members (select institutional and corporate investors), and Partners (aligned investors such as pension funds, university endowments, or private equity; government; not-for-profit organizations; and academia).

We facilitate investment in sustainability by helping large asset owners and our membership community to build knowledge and confidence via shared insights, research, and programming that focuses on the question of 'how' to invest in the decarbonization transition.

CREO seeks a mission-driven operations professional with a systems mindset, exceptional organizational judgment, and experience managing cross-functional operations for globally distributed teams for the role of **Director of Operations**. This role will strengthen CREO's operational backbone—ensuring that the organization's infrastructure, processes, and systems support efficient growth and organizational impact.

The ideal candidate brings strong operational acumen, an ability to translate strategy into execution, and a track record of building scalable systems across finance, administration, technology, and vendor management. This role is both strategic and hands-on—ideal for someone who thrives on improving how things work while enabling others to do their best work.

The Director of Operations reports to the Chief Operating Officer and collaborates closely with colleagues across the organization to advance operational excellence across all CREO hubs.

Primary Objectives

1. Organizational Operations & Infrastructure

- Oversee CREO's day-to-day operational activities across global offices, ensuring consistent, efficient, and compliant execution.
- Maintain and enhance organizational policies, procedures, and workflows that promote accountability and transparency.
- Strengthen operational resilience by proactively identifying and addressing process gaps, ensuring systems and structures support long-term scalability.
- Oversee physical office operations and logistics across global locations, including facilities, equipment, and space planning.

2. Financial and Administrative Management

- Partner with COO, Senior Manager, Operations, and the external finance team on budgeting, reporting, and organizational financial planning.
- Lead the annual audit process and related filings in coordination with external partners.



- Maintain oversight of internal financial controls and approval processes, ensuring transparency, accountability, and compliance with nonprofit and grant-related requirements.

3. Vendor & Partner Management

- Lead vendor strategy and relationship across technology, operations, finance, and professional services, ensuring strong performance, cost discipline, and alignment with CREO's organizational goals.
- Oversee contract negotiation and drafting, renewals, and performance tracking to ensure quality service delivery and accountability.
- Partner with functional leads to assess vendor effectiveness and identify opportunities to consolidate, improve, or renegotiate services.

4. Technology & Systems Integration

- Drive operational efficiency through the integration and optimization of organizational systems (Salesforce, SharePoint, Slack, and related tools).
- Partner with internal teams to translate operational needs into system functionality, ensuring platforms effectively support workflows across teams.
- Support data governance and system interoperability in coordination with platform leads, promoting consistency, accuracy, and informed decision-making across the organization.

5. Management & Cross-Team Collaboration

- Manage a small team of direct reports, providing clear direction, professional development, and accountability to ensure high-quality execution across operations functions.
- Serve as a trusted operational partner to senior leadership, enabling strategic initiatives through strong execution.
- Collaborate with internal teams to manage grant administration and reporting, ensuring deliverables, expenditures, and documentation meet funder and organizational standards.
- Contribute to an organizational culture of collaboration, efficiency, and continuous improvement.

Desired Qualifications

- At least 10 years of progressive experience in operations, administration, or general management, ideally within a mission-driven or nonprofit context.
- Demonstrated success designing and managing systems and processes.
- Strong financial literacy and familiarity with nonprofit accounting and compliance.
- Exceptional project management, analytical, and communication skills.
- A solutions mindset, grounded in curiosity, creativity, and a continual learning approach.
- Excellent communication skills—written, verbal, and visual—with an ability to simplify complexity.
- Highly organized, self-motivated, and comfortable working in a fast-paced, globally distributed environment.
- Collaborative leadership style with the ability to influence across functions.
- Fluency in English required.



Compensation & Benefits

This role will be paid a base salary between \$140,000 and \$160,000, commensurate with experience. Additionally, this role will be eligible for semiannual performance bonuses of up to 15% of the base salary.

CREO relies on ADP as our employer of record. Medical, dental, and vision insurance plans are available through ADP for the team member plus their spouse, children, or whole family; CREO contributes a monthly flat fee toward premiums. CREO also provides Basic Life and AD&D coverage at no expense to the team member, equal to 1x Annual Base Earnings.

CREO offers a generous time off package, including PTO and sick leave, week-long org-wide breaks in August and December, observation of federal holidays, and a Summer Friday program.

After six months of service, team members are eligible to participate in the company 401(k) plan, and CREO matches up to 4% on a payroll-by-payroll basis. Team members also have access to 12 weeks of paid family leave for qualifying life events after six months of service.

To apply, please send your resume and a note expressing your interest to conlon@fueltalent.com.

More about CREO

All team members are partners in further engaging, supporting, and activating CREO's growing membership across two Global Hubs – the Americas and EMEA and India– and 25+ countries to advance CREO's goal of helping members deploy \$100B of high-impact capital into the decarbonization transition by 2025 and catalyze \$900B of institutional capital by 2028.

CREO is not, and does not provide services as an investment advisor, investment analyst, broker, dealer, market-maker, investment banker, or underwriter.

Authorization to work in the United States is required.

CREO strives to be a diverse, equitable, and inclusive workplace. As an Equal Opportunity Employer, we are committed to providing employees with a work environment free of discrimination and harassment. All employment decisions are based on business needs and job requirements. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.