

Director of Operations

@ Neighbor Ride, Inc. / Columbia, Maryland

Permanent, full-time, in-office position

Posted September 2026

Closing Date: When filled

About Neighbor Ride

Neighbor Ride is a nonprofit, supplemental transportation provider, serving Howard County's older adult population since 2004.

Our Mission: Neighbor Ride enhances the health and quality of life of Howard County's seniors providing the comfort and peace of mind of affordable, passenger-focused transportation services through a reliable, volunteer-based system.

Our Vision: To continue and expand Neighbor Ride's unique capability to offer local transportation that benefits the health and well-being of Howard County's seniors and strengthens the community as a whole.

Since our founding in 2004, Neighbor Ride has provided nearly 300,000 trips for Howard County's older adult population, powered by the simple volunteer model of neighbor helping neighbor. Transportation is coordinated and provided by volunteer drivers and ride coordinators and is available daytime and evenings, seven days a week, to destinations within 35 miles of clients' homes. Our more than 350 volunteer drivers have a meaningful, flexible opportunity to give back to the community. Our dozen plus ride coordinators (office volunteers) staff our call center six days a week.

Neighbor Ride decreases isolation and improves the quality of life of Howard County seniors by providing transportation for medical appointments, faith-based services, social outings, fitness activities, classes, volunteer and work obligations, shopping, and other needs. Neighbor Ride removes a key barrier to health care and preventive services and ensures the continued well-being and dignity of older adults, enabling them to remain active, independent, and connected to the community.

The Role

The Director of Operations will be a dynamic, service-minded, and experienced leader responsible for overseeing Neighbor Ride's program operations and ensuring reliable, passenger-focused service delivery. This role requires a forward-thinking perspective, strong operational judgment, and the ability to manage day-to-day priorities while also advancing long-term growth among clients, volunteers, and community partners. The Director of Operations leads the organization's call center and ride coordination functions; supervises the Client Relationship Manager and Volunteer Relationship Manager; and sets priorities for client relations, volunteer engagement, and operational excellence.

The ideal candidate will bring proven ability to think strategically, use data to guide decisions, strengthen systems, and anticipate future operational needs and challenges. This role works closely with the Executive Director and regularly collaborates with the Strategic Development Director and other program staff to support shared goals for organizational growth, community relationships, and service innovation.

The Director of Operations also oversees operational reporting to the Executive Director and Board; manages the ride-match platform and vendor relationship; oversees Neighbor Ride's technology infrastructure, productivity tools, and cybersecurity practices; and shares responsibility with the Executive Director for financial reporting in partnership with the contracted bookkeeper. The Director plays a critical role in ensuring high-quality service delivery, organizational resilience, and Neighbor Ride's continued ability to serve older adults with dignity, reliability, and care.

What You Will Do/Lead

- **Strategic Data & Reporting:** Track, analyze, and communicate key ridership, volunteer, passenger, trip, and service metrics; translate data into recommendations that support planning, resource allocation, and Board reporting.
- **Volunteer Growth & Engagement:** Lead strategies to recruit, welcome, engage, and retain volunteers across driver, ride coordinator, and emerging roles.

- **Client Growth & Experience:** Expand the passenger base, including underserved older adults and communities, while keeping dignity, satisfaction, and service quality at the center of operations.
- **Community & Internal Collaboration:** Partner with the Strategic Development Director, Executive Director, and program staff to strengthen community relationships, advance shared growth goals, and support service innovation.
- **Team Leadership & Service Delivery:** Supervise and coach the Volunteer Relationship Manager and Client Relationship Manager; set priorities that ensure accountable, responsive, and reliable call center and ride coordination operations.
- **Systems, Technology & Cybersecurity:** Oversee the ride-match platform, vendor relationships, Microsoft 365, productivity tools, cybersecurity practices, data backup, and technology planning needed to support efficient operations and future growth.
- **Financial Reporting & Decision Support:** Partner with the Executive Director and contracted bookkeeper to ensure timely, accurate financial reporting that supports budget monitoring, planning, and organizational sustainability.
- **Operational Continuity & Innovation:** Strengthen day-to-day resilience through coverage planning, process documentation, risk awareness, and evaluation of new service models that advance Neighbor Ride's mission.

What You Need to Succeed

- 6 - 8+ years of experience in nonprofit program management, operations, or human-services delivery, including supervisory experience — directly overseeing staff and managing day-to-day team priorities.
- Comfort working with data: pulling reports, tracking metrics and using data to guide recommendations and operational reporting to leadership.
- Demonstrated experience recruiting, managing, and retaining a volunteer base, ideally within a scheduling- or matching-intensive service model.

- Strong relationship-building and customer-service orientation; comfortable engaging directly with older adult clients and their families, and building community and partnership relationships.
- Experience managing or coordinating with IT vendors, a Managed Service Provider, or internal technology systems (e.g., Microsoft 365 and related productivity/collaboration tools); comfort overseeing vendor relationships and making technology decisions without performing hands-on IT work personally.
- Familiarity with cybersecurity best practices (e.g., data security, backup, incident response); experience coordinating technology assessments a plus.
- Working knowledge of financial reporting and basic accounting principles; comfortable reading, interpreting, and discussing financial statements (e.g., profit & loss, balance sheet, budget-to-actual reports) to support organizational decision-making.
- Experience partnering with a bookkeeper, accountant, or auditor on financial reporting and budget monitoring.
- Excellent organizational skills and the ability to manage competing day-to-day operational demands (e.g., daily ride coverage) alongside longer-term projects.
- Ability to work both independently and collaboratively.

Nice to Haves but Not Required

- Bachelor's degree in a related field (e.g., Business Administration, Human Services, Nonprofit Management, Operations Management).
- Experience serving older adults or individuals with disabilities, or in paratransit/community transportation.
- Experience evaluating or launching new program lines or service models within an existing nonprofit (e.g., an earned-revenue or social-enterprise program).

Position Information

Title: Director of Operations

Compensation: The salary range for this position is \$80,000 to \$95,000. Placement within the range is based on an individual's relevant experience and skills for the role. You may also be eligible for an annual performance bonus which is determined by individual and Neighbor Ride performance.

Location: Columbia, MD

Schedule: Full-time, 5 days/week, in-office (may include occasional evening/weekend availability to support events or urgent coverage needs)

Reports To: *Executive Director*

Direct Reports: Client Relationship Manager (FT: 34 hours per week); Volunteer Relationship Manager (PT: 26 hours per week)

Benefits: Include retirement with company match, life insurance, disability insurance, and more. Health insurance available.

Paid Time Off: 18 days per year including personal, sick and vacation. Additionally, 10 paid holidays.

Neighbor Ride is an Equal Opportunity Employer. Individuals considering employment at Neighbor Ride are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, sexual orientation or any other classification protected by federal, state or local law.

Employment with Neighbor Ride is contingent upon satisfactory completion of our pre-employment background check, and satisfactory proof of legal authorization to work in the United States.

How to Apply

Submit cover letter and resume to Bruce Fulton, Executive Director, at director@neighborride.org. Finalists will be asked to provide professional references.