



Job Description - Executive Director, Tech Exchange

About Tech Exchange

Tech Exchange (<https://techexchange.org>) is one of California's largest nonprofit computer refurbishers and is a nationally recognized leader in the efforts to close the digital divide. Our mission is to ensure that all families have a computer, internet access, and the technology skills necessary to improve and enhance their lives. We are dedicated to building a diverse community of digitally proficient Bay Area residents who have full access to engage online in education, employment, health, financial, and civic services. Tech Exchange envisions a digitally connected Bay Area where everyone has the technology resources they need to thrive. Since its founding in 1995 as OTX West, Tech Exchange has distributed over 85,000 free and low-cost computers. Tech Exchange projects an operating budget around \$3MM in the upcoming year and is currently fiscally sponsored by the Oakland Public Education Fund.

Tech Exchange advances digital equity by sourcing used computers from businesses, then refurbishing the devices at our Oakland warehouse through our parallel workforce development initiative. Once devices are ready for their second life, our multilingual program staff members work with partners to distribute the refurbished computers to the community. Program staff also provides digital skills training, tech support, and assistance accessing affordable internet directly to individuals, both in-person at our Oakland TechHub and through our call center. Tech Exchange has a strong historic presence in Alameda County, as well as a growing footprint in San Francisco, Contra Costa, and Santa Clara Counties, serving low-income digitally-disconnected families throughout the Bay Area.

We're looking for an Executive Director to set the vision for the next decade of Tech Exchange while strengthening operations to support the vision. The successful candidate will be passionate about supporting communities of color, deliver on impactful ideas and foster an inclusive and positive culture.

We're green, diverse and flexible. Tech Exchange has grown rapidly, and is an exciting, fast-paced workplace. We hire from within whenever possible, and work hard to create a comfortable workplace for our highly diverse staff, currently around 30 people. All are welcome here. Many of our positions involve hybrid work, but many must be done at one of our two Oakland facilities, located in West Oakland and the Fruitvale District. All of our team members must be computer competent and comfortable working with people from a variety of cultures and with a broad array of lifestyle choices.

We offer good pay and benefits, and work hard to accommodate all of our team members. If you like to learn new skills, work hard with a great team, and have an easy commute in the heart of the Bay Area, working at Tech Exchange may be exactly the job for you.

About the Role

Reporting to the Board of Advisors, the Executive Director (ED) will be responsible for leading all aspects of Tech Exchange's operations, administration, financial management, fundraising, data management, communications, operations, and programs. The ED will be leading Tech Exchange into a new phase of operations, including a strategic planning process, and several legal and financial operational changes.

Roles and Responsibilities

- Work with the Board of Advisors and senior leadership team to create strategic and work plans, and execute those plans to meet the organization's objectives.
- Ensure Tech Exchange continues to fulfill its mission and provide measurable objectives for success.
- Oversee the efficient and effective day-to-day operation of the organization, working effectively with staff members. This includes:
 - Working with the Director of Production to ensure computers and related equipment are processed and prepared to meet programmatic and social enterprise goals.
 - In partnership with the Director of Programs, work with staff, partners, and advisory board members to fulfill program deliverables and commitments.
 - In coordination with the Director of Partnerships, cultivate relationships with institutions and companies to mutually benefit from strategic alignment with Tech Exchange.
 - With the Director of Development, set and meet fundraising objectives and support donor cultivation, solicitation, and stewardship.
 - Building community relationships to advocate for Digital Inclusion and Tech Exchange at conferences, workshops and in the media
- Oversee the administrative needs of a quickly growing organization. The ED will work with senior staff members and the Oakland Public Education fund to ensure finance, payroll, donor management, fundraising, facilities, HR, insurance, and other administrative needs are met.

Required Skills and Experience

- At least 3-5 years of previous Executive Director/CEO experience in a growing enterprise
- Strength in operations and financial management
- Successful planning and execution experience in a similar sized organization
- Demonstrated success in leading a nonprofit social enterprise
- Comfortable working with and leading a highly diverse staff
- Familiarity with laws and conventions of nonprofit operations
- Familiarity with computer technology
- Familiarity with educational governance and leadership
- Excellent analytical, writing, and oral communication skills
- Must be able to thrive in a highly dynamic, flexible work environment and switch rapidly from strategy to execution
- Strong skills in common productivity tools, including Microsoft Office, Google Workspace, Slack, Salesforce or other CRM, and Zoom

Desirable skills

- More than one successful nonprofit leadership position
- Experience in policy-making and governmental funding streams
- Strong negotiating skills
- Multilingual
- Experience in recycling e-waste
- Experience in online sales and marketing
- Experience with Salesforce

- Strong network in educational technology

Tech Exchange is an equal opportunity employer. We welcome all qualified applicants. We celebrate diversity and are committed to creating an inclusive environment for all employees. To apply please send a cover letter demonstrating your enthusiasm for this work and your ability to write persuasively, as well as your resume to jobs@techexchange.org, subject: "ED Position".

Salary: \$120,000 - \$150,000 (D.O.E)