**POSITION TITLE:** **Operations Manager**

**REPORTS TO:** Executive Director

**FLSA STATUS:** Exempt

**JOB SUMMARY:** Under the supervision of the Executive Director, the Operations Manager oversees the daily operations of the Exchange Family Center including: general administration, internal communication, facilities management, human resources and compliance management. The Operations Manager manages volunteers and provides administrative support to the Executive Director and Program Managers.

**QUALIFICATIONS:**

* Excellent computer skills including filing, organizing, Word, Excel, PowerPoint, Outlook, database management, and using the internet
* Must be able to multi-task in a dynamic, fast-paced office environment (demonstrated proficiency managing multiple tasks concurrently)
* Must have strong written and verbal communication skills
* Must be able to work with diverse stakeholders, including staff, Board of Directors, volunteers, clients, donors and community members
* Experience explaining and interpreting information, policies, and procedures to others
* Experience in Human Resources issues (e.g., employee policies, employee procedures)
* Must have experience utilizing office equipment and other relevant technology
* Experience compiling, assimilating and organizing both printed and electronic information
* Must possess strong problem-solving skills
* **Must have prior non-profit experience**
* **Bachelor’s degree in business administration or related field** **preferred and/or a minimum of three years’ experience in nonprofit administration**

**PREFERRED QUALIFICATIONS:**

* Knowledge of principles related to nonprofits, community organizations, social justice, innovation, and entrepreneurship

**GOALS OF OPERATIONS MANAGER:**

* To support the mission of the Exchange Family Center.
* To ensure the day-to-day operations of the Exchange Family Center.
* To support the Executive Director, Program Managers and staff in achieving goals of the Exchange Family Center.
* To adhere to all policies and procedures set forth by the Executive Director and Board of Directors.

**PERFORMANCE EXPECTATIONS/RESPONSIBILITIES:**

**General Administration**

* Collects incoming mail daily and distributes to staff accordingly;
* Oversees IT support, providing support to staff, creating protocols and tracking inventory, grouping IT needs, and arranging for external IT services;
* Maintains phone system, updates message, answers phones and transfers calls to appropriate person;
* Maintains office supply inventory, orders all office supplies and equipment, orders other supplies for programs as requested;
* Maintains relationships with outside vendors/suppliers (janitorial, security, utilities, phones, IT, insurance, benefits) and shops for new services/reviews new proposals, obtaining staff input when necessary
* Develops, organizes and maintains filing system for general administrative files, including computer-based and physical personnel files;
* Prepares deposits; deposits checks and other incoming funds;
* Assists in preparing materials for ED and Program Managers and for trainings, including making copies;
* Maintains online registration through Flipcause for agency hosted trainings;
* Maintains the website in regards to trainings, agency closures/happenings, and general agency information

**Internal Communications**

* Prepares packets and materials for Board of Director’s Meetings;
* Arranges all meetings of the Exchange Family Center’s Board of Directors and Board committees as requested. Notifies all Board members of meeting times and dates;
* Creates weekly email and distributes to share information about opportunities, updates, and timelines
* Distributes board agenda and ED report to staff after board meetings
* Invites board members to staff celebrations
* Coordinates staff celebrations
* Takes minutes at staff meetings and maintains folder of minutes;

**Compliance Management:**

* Ensures agency document compliance (e.g., 501(c)3 forms, incorporation papers, charitable solicitation license). Anticipates when documents need to be renewed, updated or gathered to remain in compliance with federal, state, county, and grant funding requirements and gathers these documents (researches where to find the necessary documentation and provides that information to the necessary source, such as the ED);
* Maintains files of all legal documents and contracts – Keeps files labeled and filed accordingly and appropriately (e.g., locked when necessary);
* Oversees monthly reporting to the National Exchange Club;

**Human Resources:**

* Maintains the safety, privacy and Human Resources for the Exchange Family Center – Ensures that all safety, privacy and HR regulations are maintained. Keeps the ED up-to-date with changes that arise in this industry;
* Conducts new staff orientations with assistance of ED and Program Managers;
* Drives the performance management process, ensuring staff reviews are completed in a timely manner
* Administers benefits
* Sets HR policies and procedures; maintains the employee handbook, leads investigations into reports of inappropriate conduct in accordance with the personnel policies
* Creates and Updates timesheets and tracks staff use of PTO, comp time, and holidays
* Provides clarification and answers questions about personnel policies

**Facilities Management:**

* Oversees use of space, creating systems for reserving/renting/maintaining spaces and ensuring spaces are set up as needed
* Oversees security system
* Maintains all office equipment, including copiers, faxes, phones, etc;
* Determines weather-related closures with guidance from program managers and ED and communicates with staff regarding weather closure

**Volunteer Management**

* Determines volunteer needs in conjunction with other members of the Management Team and recruits, orients, and supervises in-office volunteers
* Maintains all volunteer forms; prepares files and tracks volunteer hours for all volunteers

**Fundraising/Resource Development/Communications**

* Participates in communications, fundraising activities and events as requested by the Executive Director;

**Perform Other Duties as Assigned**

**CONDITIONS:** All work is subject to approval by the Executive Director

**SALARY RANGE:** $33,280 - $41,600 per year