

JOB DESCRIPTION

POSITION: Operations Manager

Date Created: 11/19/2021

BRIEF DESCRIPTION OF RESPONSIBILITIES: The Operations Manager oversees day-to-day office administrative operations. Responsibilities include providing support to the President, Vice President & COO, management of accounting and office tasks, maintenance of office systems and processes, and assistance with special projects. Tasks also require interfacing with agency donors, volunteers, and clients. Other duties and tasks as assigned. This position reports to the President.

JOB DUTIES:

1. Manages office administration and the smooth execution of office support systems.
2. Provides clerical assistance to the President, Vice President & COO, including assisting with the Board of Directors.
3. Supervises the agency receptionist and serves a back-up for these duties as needed.
4. Manages and enters data into the financial, invoicing, and donor management systems. Creates, prepares, and delivers reports as required.
5. Supports the development function as needed, including timely completion of donor mailings and assistance for special events.
6. Manages accounting and billing tasks, including invoicing, tracking, bill collection, and working with payers.
7. Manages and processes contracts and organizational compliance paperwork.
8. Orders and maintains office supplies and materials. Manages facilities and maintenance requests.
9. Coordinates agency communication, including social media and newsletters.
10. Provides general support to staff as needed, including occasional support at different program locations.

OTHER SKILLS REQUIRED:

1. Strong computer skills using Microsoft Office (Word, Excel, Outlook, PowerPoint) is required as well as proficiency in client and/or donor management software. Experience with accounting software is preferred.
2. Strong organizational and time management skills.
3. Attention to detail and problem-solving skills.
4. Excellent communication skills, both verbal and written.
5. Exhibit sensitivity and non-judgmental attitude regarding social, cultural, and economic status.
6. Experience with social media or basic organizational communication preferred.

EDUCATIONAL REQUIREMENTS:

- Associate degree from college or university, or equivalent combination of administrative experience, training, or education
- Minimum of 3 years of general office experience preferred.
- Experience in the non-profit sector preferred.