

OPERATIONS MANAGER

SUMMARY: The Operations Manager is a senior role which involves overseeing the provision of services. It's an operations manager's job to make sure our organization is running as well as it possibly can, with a smooth and efficient service that meets the expectations and needs of clients and funders.

The Operations Manager is also the liaison with other team members, including interacting with managers/directors of different areas of the organization, presenting findings to the CEO, the Board of Directors and other stakeholders, as well as training and supervising new employees and tracking and measuring staff performance.

SPECIFIC RESPONSIBILITIES:

Personnel

- Management of staffing programs including benefits, development and retention.
- Management and development of HR policies and general oversight of hiring practices
- Work with program managers to ensure timely and meaningful performance evaluations for staff

Financial decisions

- Oversight of budget and payroll
- Work with CEO and Board to provide guidance and recommendations on expansion decisions
- Serve as main point of contact for answering financial questions
- Perform ongoing audits and reporting to facilitate budget reviews

Operational

- Oversight of general operational procedures and change management
- Analysis and identification of technical and procedural solutions to optimize resources
- General oversight of office management, office systems, and technical solutions; working with volunteers or other technically knowledgeable individuals to facilitate solutions or fixes.
- Define and measure KPI's to ensure business efficiency and success
- Work directly with program managers to identify and address issues, and manage escalations
- General oversight of Communications

Strategic Partnerships

- In collaboration with the CEO, engage and maintain contact with statewide networks of community leaders (agencies, foundations, corporations) addressing all areas of

healthcare and education disparity for persons with autism and developmental disabilities.

Other

- Participate in all other department administration responsibilities
- Assist with other fundraising projects as requested.

Education and Experiences: Minimum Requirements

Bachelor's degree in Business Administration or other business-related field

5+ years of operations experience

Refined ability to delegate responsibilities and provide leadership and training to key personnel

Possession of key competencies, including conflict management, business negotiation, organization and decision-making

Required Knowledge, Skills and Abilities:

Knowledge of

Familiarity with Salesforce, LGL or other CRM Systems

Working knowledge of QuickBooks and Payroll software programs

Working knowledge of Microsoft Office Suite (particularly Excel)

3+ years of experience in bookkeeping and financial reporting

Skills

Reliability and discretion when working with confidential matters Adaptability Advanced written and verbal communication, negotiation, and relationship-building skills Organizational skills IT skills Problem solving skills Initiative Leadership and the ability to 'make things happen' for/with the team Budgeting and forecasting skills Attention to detail

Ability to

Meet timelines and manage multiple and diverse projects simultaneously

Plan strategically, think creatively, and build long-term relationships with grantors/funders

Work with confidential information and show discretion

Have energy and stamina for periodic demanding schedule

Occasional evening and weekend work required

Appointment: 40 hours per week

Salary and benefits : \$62,000-75,000 depending on qualifications + benefits