

**Job Description  
Operations Manager  
January 2024**

**Department:** Administration

**Reports to:** Executive Director

**Position Status:** 1.0 FTE, Exempt

**Summary:**

The Operations Manager supports the sustainability of our mission-driven work by making sure all staff have the resources they need to carry out their duties. The position is responsible for coordinating HR systems, contracting, facilities and operations and plays a key role in forwarding our diversity, equity and inclusion efforts.

As an integral member of the leadership team, the Operations Manager also contributes to the development of WTH's strategic goals, tracks strategic plan implementation, works to advance diversity, equity and inclusion (DEI), and fosters a collaborative, committed team culture.

**Essential Functions:**

Human Resources & Vendor Relationships

- Manage employment systems, including hiring, onboarding, employee benefits and annual employee performance reviews.
- Oversee contracting with external parties (e.g., Trupp HR, counseling supervisors, DEI and strategic planning consultants).
- Manage vendor accounts regarding payment and as acting liaison for ongoing support.
- Maintain personnel files to meet all legal requirements.
- Assist Finance Director with payable accounts, QuickBooks data entry, processing payroll, Donor Perfect funds, financial closings, and audit preparation.
- Maintain petty cash and other operational expense tasks as needed.

Facilities, Systems & Operations

- Work with the Executive Director to implement protocols and procedures for unusual times, e.g., pandemic and emergency situations. Monitor and adjust as needed.
- Monitor lease agreement ensuring compliance and timely lease payments. Serve as liaison with Hoyt Street property owner.
- Ensure property tax exemption is submitted.
- Serve as main contact for Point Monitor alarm calling in emergency situations. (This could require after-hours support).

- Take a proactive stance with overseeing and monitoring WTH's computers, equipment, and information management systems and working with Facilities Manager. Systems include Mitel, Salesforce, TheraNest, Microsoft Office Suite, Thrift Cart, and our Cloud-based server.
- Manage systems for office equipment including ensuring preventive maintenance practices and service contracts; maintaining equipment inventories; and evaluating new equipment and technologies. Will maintain and order office supplies.
- Evaluate and monitor nonprofit business practices to help the organization maintain best-in-class systems and controls.

#### Administration & Fiscal

- Support Facilities Manager
- Work closely with the leadership team to maintain a collaborative and committed team culture.
- Contribute and collaborate within DEI workgroups, including leading workgroups if needed or applicable.
- Collaborate with the leadership team to lead the next phase of DEI planning and implementation.
- Work closely with Finance Director on annual payroll budget.
- Participate in board-related meetings/committees as requested by the Executive Director; including taking official minutes at meetings of the full board.
- Serve on Strategic Planning Committee and track progress on implementation; includes making recommendations to Executive Director to ensure progress.
- Effectively collaborate with the entire WTH team.

#### **Work Environment**

- William Temple House is a diverse, inclusive, and equitable organization where all employees, volunteers, and clients are valued, whatever their gender identity, race, ethnicity, national origin, age, sexual orientation or identity, education, ability, or socioeconomic status.
- The Operations Manager works directly with volunteers, employees, contractors, donors, vendors, and other stakeholders. At times, this position may work in an historic building and may experience fluctuations in hot and cold, dust, and other irritants.

#### **Physical Requirements**

- Lift and carry up to 20 pounds (occasionally)
- Close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
  - Able to climb two flights of stairs (There is no elevator in the WTH historic building)

## Qualifications

- **Operations Experience:** Five years of progressively responsible experience with planning and managing the operations of a nonprofit organization including human resources, facilities, information technology, and contracting (e.g., insurance, professional services, etc.).
- **Diversity, Equity, Inclusion (DEI):** Proven commitment to DEI and ability to operationalize DEI concepts within plans, policies and procedures.
- **Project Management Experience:** Track record of organizing teams to achieve specific goals, incorporating paid professionals and volunteers.
- **Computer and Database Skills:** Comfortable with technology. Knowledge of and proficiency with Microsoft Office Suite (especially Excel); familiarity with Microsoft Teams and Outlook; experience with CRM/database systems; ability to quickly master new technologies.
- **Collaboration and Communications:** Ability to collaborate effectively with other departments, colleagues, donors and partners; skilled in navigating conflict. Excellent communication skills including communicating in person and virtually, interpersonal skills; business writing, email, and telephone skills; able to present complex concepts to a variety of audiences, including the staff, board of directors and volunteers.
- **Personal Qualities:** Emotional intelligence, responsive, honest, inclusive, and detail-oriented, with an unwavering commitment to WTH's mission.