



JOB DESCRIPTION

Operations Manager

Reports To: Executive Director

FLSA Status: Fulltime/Exempt

POSITION SUMMARY

The Operations Manager is an important position who oversees the day-to-day operations of the office, ensuring it runs efficiently and that all members of our team have what they need to provide effective mission delivery. This position is responsible for day-to-day fiscal management, making sure our systems are in good working order, and that our staff team has the tools they need to advance our mission. This position coordinates communication and information flow among FamilyWorks' key stakeholders – board members, executive management, staff, current and prospective members of the FamilyWorks community and the nonprofit sector at-large. This position provides administrative support to the Executive Director and is a part of the management team. The Operations Manager will help all staff achieve their goals by providing administrative support and maintaining a well-functioning office.

MISSION:

FamilyWorks partners with families to alleviate food insecurity and ensure they have resources and support to overcome systemic barriers to equity, build stable communities, and thrive.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each of these essential duties at a satisfactory level. Reasonable accommodations may be made to ensure individuals with disabilities can perform the essential functions.

Financial and Contract Management – 25%

- Support the management team by maintaining or ensuring maintenance of up-to-date government contract information and financial information.
- Work collaboratively with contract bookkeeper to ensure compliance with government contracts.
- Function as a liaison between the finance department and program staff/Executive Director.
- Review credit card activity reports and coordinate reconciliation process.
- Manage and ensure accurate and timely processing of invoices, including accurate tracking of grants costs.
- Assist in the creation of the agency budget, including leading management and general budget creation. Assist in monitoring budgets to ensure spending aligns with planned allocations.

Facilities and Vendor Management – 30%

- Manage contractors, vendors, and associated contracts and agreements. This includes research and recommendations for new vendor relationships and facilitating their onboarding and incorporation into regular operations.
- Work as a liaison with landlord and vendors on facilities, ensuring facilities are well maintained and facility issues are promptly addressed.
- Maintain an effective working space for staff and volunteers (office space, furniture, computer equipment, phone system, supplies).
- Provide basic tech support for staff and ensure advanced issues are resolved with the support of tech consultants.

- Collaborate with program management on research, budgeting, and securing necessary equipment needs for their programs, including but not limited to support for FamilyWorks' vehicles, facilities, and program sites.

Well-functioning Office and Systems – 35%

- Provide administrative support for Executive Director, including scheduling, logistics and correspondence.
- Provide support to management team regarding operations, capturing progress on strategic goals, as well as policies and procedures.
- Assist with, and in some cases take the lead on, the development of administrative policies and rigorous updating of standard operating procedures.
- Assemble and maintain information that is confidential regarding staff, participants, management, and Board of Directors. Adhere to confidentiality standards.
- Welcome volunteers and participants, answer inquiries received from general mailbox and voicemail and forward them to the appropriate person/team.
- Attend weekly management team meetings and coordinate follow up on action items related to improved operations.
- Ensure updated materials for any significant program or operational changes.
- Attend bi-weekly HR team meetings and coordinate follow up on action items.
- Maintain and update organizational calendars, meeting schedules, and phone list.
- Oversee logistics and/or provide support for FamilyWorks' meetings, events, and convenings including: venue selection, menu planning, registration, and volunteers. Develop and adhere to meeting, event, and convening budgets.
- Coordinate bi-monthly All-Staff meetings, retreats, and/or trainings to provide support and coordination.
 - Ensure agenda is reflective of management and executive team priorities for all-staff discussion and action.
 - Set up hybrid meeting equipment to facilitate in-person and virtual participation (if needed).
 - Arrange refreshments for in-person meetings and/or trainings.
 - Record and track key points and decisions for coordinating follow up on action items.
- Make recommendations on continuous improvement of processes and anticipate changes in internal operations and the external environment's impact on operations.

Support for the Board of Directors-10%

- Provide support for Board meetings, including scheduling, correspondence, Board materials, and Board documents.
- Attend monthly Board meetings to provide support and coordination.
 - Set up hybrid meeting equipment to facilitate in-person and virtual participation.
 - Arrange refreshments for attendees.
 - Record and track key points and decisions for meeting minutes.

QUALIFICATIONS

The most competitive candidates will have all or most of the following qualifications:

- Three years of program/office management experience.
- Two+ years with nonprofit financial management, including an understanding of accounting processes and government contract compliance.
- Excellent attention to detail and project management experience.
- Strong written and verbal communications skills
- Comfort working with technology and helping others troubleshoot tech problems.
- Demonstrated initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Enthusiasm for intentional learning efforts, to understand and dismantle institutional racism and build cultural competency.

- Promote and foster a work environment typified by inclusion, collaboration, transparency, and appreciation.
- Organized and centered in a changing and, at times, hectic environment.
- Ability to identify and effectively address core issues and concerns in a variety of situations.
- Ability to handle delicate or difficult interpersonal situations effectively and tactfully.
- Capacity for working effectively with a culturally diverse group of program participants based on dignity and respect, including those experiencing mental illness.
- Ability to de-escalate and resolve conflict in a variety of interpersonal situations.
- Willingness to proactively seek supervisory input, resources, and information needed to accomplish the job.

EDUCATION/EXPERIENCE REQUIREMENTS

- Bachelor's degree in business, MIS, or equivalent. Experience can be substituted for formal education.
- Valid driver's license and three years safe driving history preferred.
- Experience with Microsoft Office suite, Canva, Adobe Acrobat, and CRM database (or capable of learning to use donor and program participant databases).
- Experience in a Board setting a plus.
- Must possess strong human-relations skills to communicate effectively.
- Ability to work effectively with people from diverse backgrounds and understands the social conditions that create families and individuals with low incomes.

PHYSICAL DEMANDS / WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to ensure individuals with disabilities can perform the essential functions.

- Works closely with a diversity of people on a daily basis.
- Work is primarily an office position, with opportunities to incorporate a work-from-home schedule.
- Must require personal transport to multiple FamilyWorks' sites, including its administrative HQ and Family Resource Center in Roosevelt, and food bank in Wallingford.

HOURS AND COMPENSATION:

40 hrs/per week, salary range \$70,000 to \$75,000

- Hours are generally scheduled Monday – Friday 9:00 am to 5:00 pm (with occasional evening and weekend program events).
- While onsite presence is critical for success in this position, this is a hybrid position with the opportunity to work from home up to two days a week, in coordination with senior management schedule.
- Medical, dental, vision, Employer Pension Plan, and Employee Assistance Program
- A generous paid leave policy with 14 paid holidays
- Company-Paid Life Insurance
- Flexible Savings Account
- Cell Phone reimbursement
- Discounted ORCA transit pass
- Wellness days, and other benefits

TO APPLY:

For applicants – the deadline for applications is February 22nd, 2025 at 5:00 PM. Apply online at <https://familyworksseattle.org/job-opportunities/> . To submit a complete application, please email your cover letter and resume with your application to fwhumanresources@familyworksseattle.org. In your brief cover letter, please address the following questions:

- Why do you believe you are a good leadership fit for FamilyWorks' mission and work to support families in our community?
- What experiences have you gathered during your career that have prepared you to meet the core competencies and responsibilities outlined in the job description?

FamilyWorks is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race, religion, marital status, sexual orientation, national origin, disability, or veteran status.