***Sarah’s Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations.****Our services and initiatives focus on ending relationship violence through domestic violence crisis intervention, community education, and violence prevention programs for youth.*

**Job Title:** Operations Manager **Department:** Finance and Operations

**Reports To:** Finance & Operations Director **FLSA status:** Exempt/ full-time

**Position Summary:** The Operations Manager provides a range of program, operational and administrative support in furthering the mission and strategic goals of Sarah’s Inn. The Operations Manager is responsible for the oversight and management for day-to-day business operations, including management of facilities, IT, procurement, basic human resources, recruitment, training and onboarding. The successful candidate will have relevant experience and a demonstrated interest in joining a dynamic team to ensure smooth workflow and daily operations of Sarah’s Inn’s programming and services.

**Essential Duties and Responsibilities:** Other duties may be assigned.

**Operations, IT and Human Resources**

* Guide operational strategy including system management, organizational scaling and sustainability plans.
* Serve as a strategic thought partner to the Executive Director and Finance & Operations Director, supporting strategic planning, organizational dashboards, and reporting in areas of responsibility.
* Collaborate closely with Chief Finance and Program Directors on cross functional issues such as culture management, effective program design, and managing organizational change.
* Coordinate monthly building fire drill with staff.
* Provide new employee and intern operational support, including setting up/changing phone extensions, voicemail, emails and calendars.
* Allocate staff Personal Activity Reports (PAR), per monthly staff allocations designated by the Finance & Operations Director, and ensure proper signatures.
* Enter staff time off requests into Vacation/Sick database and distribute accrual reports to staff.
* Create monthly copier usage allocation report for the fiscal team.
* Communicate promptly and clearly with staff regarding requests for assistance with operational/facility issues.
* Be actively involved in recruitment by preparing and posting job descriptions and assisting team with managing the hiring process.
* Create and implement effective onboarding plans and schedule new employee orientation.
* Collaborate with Finance & Operations Director and other members of Leadership Team to resolve process and procedural issues that may arise.
* Serve as a key leader and build internal relationships with staff, in order to develop an understanding of programming that enables strategic resource allocation for efficient impact and growth of administrative and operational resources to meet programmatic needs.
* Ensure Sarah’s Inn Employee Handbook is reviewed, updated and distributed on an annual basis.
* Respond to employee inquiries regarding administrative, operations and human resource policies and procedures, utilizing complete discretion and confidentiality. Report all employee problems, concerns and issues to the Executive Director in a timely manner.
* Onboard and train staff on Sarah’s Inn’s operations, equipment, technology and HR benefits, practices and policies.
* Manage and coordinate employee benefits enrollment, including employee 403b and FSA contribution plans, group insurance for medical, life and other voluntary coverage plans; submit completed paperwork to Finance & Operations Director.
* Manage the coordination of the agency’s phone, internet, IT, copier, security services across facilities and ensure employees receive appropriate training and support; collaborate with Director of Finance & Operations to negotiate annual IT contract.
* Manage computer and cell phone inventory, purchasing, distribution and ongoing maintenance.
* Make recommendations to the Finance & Operations Director for operational cost-cutting, upgrades to systems, IT, and equipment (phone, copiers, etc.). Initiate new ideas for systems and software that could increase efficiencies and enhance the use of technology for the staff and organization.
* Monitor and test cyber security measures and enforce cyber security across the agency.
* Manage the procurement, maintenance and vendor contracting processes.
* Review and renew insurance policies (liability/property, Directors and Officers, health etc.) in conjunction with the Executive Director and Finance & Operations Director.
* Oversee the agency’s Emergency Preparedness Plan and initiate facility protocols (safety and fire).
* Ensure that all roles and responsibilities are carried out in accordance with Sarah’s Inn’s beliefs and values, and in accordance with policies and best practices, including maintaining confidentiality at all times and avoiding conflict of interest.

**Facility and Overall Administration**

* Daily review the office environment to ensure that it is organized, clean, safe and presentable to public.
* Complete bi-monthly maintenance checklist and ensure any issues are addressed immediately.
* Track, order and distribute office supplies within budget parameters.
* Troubleshoot, using judgment and discretion, to identify problems and solutions regarding office protocols and procedures.
* Coordinate with vendors/consultants to ensure all issues are resolved promptly and within budget parameters.
* Provide MS Office, copying, faxing, scanning and other core administrative support.
* Update and distribute organizational chart and staff directory.
* Ensure Sarah’s Inn’s post office box is checked Monday, Wednesday and Friday, outgoing mail is dropped off daily and incoming mail is distributed in an accurate and timely manner including communicating with staff if client mail is received.
* In coordination with the Finance and Operations Director and the Associate Director ensure that the linkage agreement list is updated on a consistent basis and current linkage agreements are kept on file.
* Manage all office moves and storage needs.
* Oversee contracting with facility vendors (cleaning, landscaping, snow removal), and communicate effectively to address facility/operational needs to ensure the smooth provision of services including but not limited to the building maintenance and cleaning crew, the IT support team, utility and refuse companies.
* Oversee proactive and reactive maintenance of the building fixtures, appliances, mechanical systems (water heaters, air conditioning, furnace, plumbing, etc.), furnishings (indoor and outdoor), and grounds.
* Develop, implement and update the Administrative and Human Resources Program manual as needed.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

* BA degree and/or equivalent experience required.
* Minimum of 5 years of experience in administrative, human resource benefits administration, operations and facility management, and working with outside vendors and staff accrual software.
* Proficiency with Microsoft Office programs (Word, Excel, etc.)
* Fluency in Spanish, oral and written, preferred.

**Knowledge and Skills:** Commitment to Sarah’s Inn’s mission and anti-violence.

* Excellent communication, organizational, writing and proofreading skills.
* Ability to problem solve and make decisions individually and/or within a team and take necessary action.
* Ability to communicate effectively in diverse and persistent situations.
* Ability to prioritize and handle a variety of tasks, be self-directed and meet established deadlines.
* Ability to exercise poise, tactfulness, diplomacy, and good interpersonal skills in order to handle sensitive and confidential situation.
* Ability to handle employee and client information with complete confidentiality.
* Ability to develop and maintain positive relationships with a wide variety of people including to but not limited to, board members, staff, volunteers, interns, government officials, community partners, donors, media.
* Commitment to and experience in working with people from diverse ethnic, cultural, social, economic backgrounds and lifestyles.
* Valid driver’s license, current insurance and reliable car and/or access to reliable transportation to perform essential job responsibilities.

**Success Factors/Job Competencies:**

* Integrity& Ethics – models Organization’s Vision, Mission & Values
* Collaboration & Teamwork – embraces an inclusive workplace
* Innovation/Continuous Improvement – finds new and better ways of doing things
* Job Knowledge/Technical Expertise – demonstrates a clear understanding of and executes roles and responsibilities
* Time Management/Productivity – manages time and resources effectively
* Problem Solving/Decision Making – demonstrates proper judgment, problem solving and decision making
* Communication – effectively communicates
* Colleague Development - provides guidance, encouragement and feedback to subordinates for professional growth

**Physical demands and work environment:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Physical demands*: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Performance Standards:**

* Annual performance evaluation
* Attainment of annual goals established between the Finance & Operations Director and the incumbent that are aligned with annual performance review, grant and funding requirements, Sarah’s Inn’s Strategic Plan and any board directives.

Sarah’s Inn is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability.

**Approval/revision date:** May 2021

Sarah’s Inn’s Compensation Package Currently Includes:  BlueCross BlueShield Health Insurance for Individuals and Families (HMO and PPO Options Available); Disability and Life Insurance Policies; Voluntary Dental and Vision Insurance and Retirement Plan Available; 15 Days of Vacation and 10 Days of Sick Time Off Per Year

EOE/M/F/D/V

Interested Candidates should submit cover letter and resume to [employment@sarahsinn.org](about:blank) – Indicate “Applying Operations Manager Position” in the Subject Line.