

OPERATIONS MANAGER

The Family Center (TFC) is a not-for-profit organization providing social and legal services to families affected by life threatening parental illness, absence and loss. TFC has been the pioneer in the design and research of health care coordination and education, permanency planning and advocacy services that address the myriad of issues that challenge families. Please visit our website at www.thefamilycenter.org to learn more about our services.

The Operations Manager coordinates office operations to ensure the existence of a fully functioning system within which employees can optimally perform their duties. The Operations Manager's primary responsibilities lie in maintaining the efficient operation of the office, particularly in the following areas: reception and security, hiring and supervision of clerical/administrative support staff and security staff, maintenance and use of equipment, development of and adherence to administrative policies and procedures, accounting, facility management, procurement and inventory control. The Operations Manager reports to the Deputy Executive Director for Operations.

RESPONSIBILITIES

Facilities:

- Manage the overall facility environment and enforce policies to ensure a professional, safe, secure and organized workspace and workflow
- Oversee building opening and closing routines and front desk schedules
- Guide the office through the evolving Re-Opening process to ensure staff are healthy and following TFC's COVID-19 protocols, including collecting health surveys, maintain adequate cleaning/disinfecting supplies and PPE to distribute, coordinate staggered schedules, adjusted seating assignments and reduced capacities in all spaces
- Serve as 'safety marshal' overseeing the facilities' various safety policies, such as organizing routine fire and shelter-in-place drills and obtaining fire safety credentials
- Monitor the facility's camera system
- Act as the first point of contact regarding all facility-related issues: respond to staff inquiries in a timely manner; contact appropriate vendors, or escalate, when necessary, to Deputy Executive Director/Executive Director; communicate support/solutions to broader Operations team
- Serve as the IT liaison with TFC's outsourced Technology support company
- Work with program staff to implement systems to manage TFC's computer/laptop and peripheral inventory so that the devices are used respectfully and efficiently
- Any other special projects and/or other duties as assigned.

Finance (A/P) / Administration:

- Oversee the processing of invoices, collection of receipts, and coding of documents to be filed electronically and submitted to our outsourced fiscal company BTQ Financial
- Manage the office's inventory including approving orders prior to placement, verify receipt and e-file receipts
- Manage vendor relations and accounts as they relate to facility and administrative needs (e.g., water coolers, printers, mail/shipping systems, etc.)
- Provide support for billing related to 3rd party reimbursement
- Provide back-up to the administrative assistants and security staff as needed

Supervision:

- Supervise administrative assistants and security staff providing regular supervision focused on required tasks and growth goals
- Ensure that administrative assistants and security staff understand what is expected of them and are able to meet their core responsibilities while also taking initiative to find new ways to support the organization when possible
- Other duties and special projects as assigned

Skills, Knowledge and Competencies:

- Excellent organizational skills; ability to manage projects and processes with clear workplans; demonstrated ability to follow tasks through to completion
- Strong customer service approach and willingness to interact with and support a wide variety of stakeholders (visitors, vendors, staff, consultants)
- Capable of working on multiple tasks at one time, often under pressure
- Ability to keep accurate records and statistics
- Ability to be discreet when handling confidential information
- Problem-solving approach and patience with wide variety of learning styles
- Attention to detail and a conscientious attitude
- Ability to work independently, take initiative and be resourceful

Qualifications:

- Bachelor's degree required or 5 year's experience in a leadership role
- Familiarity with Microsoft Office Word, Excel and Google Business applications
- 4-5 years previous administrative work or related experience; including supervisory experience

Application Instructions: Please email a resume, cover letter and one writing sample to jobs@thefamilycenter.org with the subject line "Operations Manager". Please state salary requirements in cover letter.

The Family Center is an Equal Opportunity Employer.

The Family Center is covered under FMLA.