

OFFICE / OPERATIONS MANAGER

The Family Center is a not-for-profit organization providing social and legal services to keep families stronger, longer. The Family Center has been the pioneer in the design and research of care coordination, supportive counseling, permanency planning and advocacy services that address the myriad of issues that challenge families headed by families impacted by illness, crisis and loss. Please visit our website at www.thefamilycenter.org to learn more about our services.

The Operations Manager's oversee 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.

This position is required to work weekends and evenings.

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.
- Ensure the organization is following all covid required protocols and reporting requirements; including collecting health surveys, maintaining adequate cleaning/disinfecting supplies. Adequate 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.

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.
- 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 operations staff as needed.

Supervision:

- Supervise operations staff, providing regular supervision focused on required tasks and training to accomplish goals.
- Ensure that operations staff understands 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 work plans; and 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 2+ years' experience in Facility Management and or Building Maintenance required.
- Proficient with Microsoft Office Word, Excel and Google Business applications.
- The ideal candidate will be able to handle multiple tasks and work unsupervised. This position requires excellent written and verbal communication skills.
- 2+ years previous facilities administrative work or related experience; including supervisory experience.
- Ability to lift 25 lbs. regularly, including stooping and bending.

The Family Center is an Equal Opportunity Employer committed to inclusive hiring and strives to ensure that our staff reflects the diversity of the communities we serve.

Salary Range: \$55k - \$65k per year

Full-time employees and part-time employees working at least twenty (20) hours per week and their eligible dependents are presently eligible for healthcare coverage.

The Family Center is an Equal Opportunity Employer. The Family Center is covered under FMLA.

COVID-19 considerations: All employees are required to be vaccinated.