



Position Description: Operations Manager

Basic Function: The Operations Manager oversees operational activities at every level of the organization. The duties include hiring, training, and managing programs with the utmost excellence to yield targeted outcomes for the greatest impact to deploy the mission.

Principal Responsibilities:

1. Recruit, train, and supervise the staff and contractors
2. Maintain an orderly and efficient and physical office with defined workflows.
3. Coordinate or support virtual and in-person programming
4. Verify that the physical and virtual meeting rooms and locations are confirmed
5. Coordinate internal communications with all parties including staff and contractors etc.
6. Review and approve timesheets
7. Verify onboarding is complete for each team member (NDAs, background checks, W9s etc.)
8. Schedule events, courses, training and staff meetings
9. Assure that the organization adheres to company policies and is legally compliant
10. Monitor organizational metrics
11. Create a team collaborative culture that reflects the organization's values

Desired Qualifications: The Operations Manager should have a bachelor's degree in business administration, or equivalent business experience or educational preparedness, as well as knowledge of process improvement methods, project management software, and virtual meeting platforms (Google Meet, Zoom, Teams etc). Must have experience in using Microsoft Office products, i.e. WORD and EXCEL, and Google Suite. Organizational, communicational and prioritization skills are required, as well as an ability to learn quickly and work within deadlines; observant and self-motivated.

Supervises: Contractors, Peer Mentors, and Instructors

Status: Part-Time (15 to 20 hrs/wk)