



Operations Manager

Reporting to the Director of Operations & Compliance, the Operations Manager role is to ensure the operational efficiency of the agency in general and the Southwest Freeway location in particular. Managing the daily administrative and operational tasks, and ensuring that our offices, operational communications, and policies/procedures run in a smooth and consistent manner are priorities.

Desired Experience and Qualifications:

Education/Experience: The candidate should have 2-3 years of experience providing administrative and operational support in a professional environment.

1. Previous experience in customer service and office administration
2. Complete and total commitment to confidentiality internally and externally
3. Exceptional written, oral, and interpersonal skills as well as the ability to effectively work with staff.
4. Professional customer service skills with visitors, callers, and colleagues
5. Ability to demonstrate strong problem-solving skills: identifying, analyzing, implementing, evaluating.
6. Excellent organization skills with attention to detail and consistent follow-through
7. Ability to multitask, prioritize work, and meet deadlines with minimum supervision.
8. Proficient PC skills such as e-mail, MS office, Power point, Excel, etc.
9. Reliable transportation required.

Responsibilities

The objective of this role is to coordinate effectively our operational procedures. As an integral part of the operations team, this role will be an expert in our office operations, help create clear & compelling communications, provide support to talent acquisition and other HR functions. The role serves as the operational champion for streamlining processes, promoting forward planning, and supporting the overall execution of our organizational mission.

1. Office Management (1/4 of time)

- Manage confidential and secure storage of paper and electronic files.
- Manage office equipment such as photocopier, scanner, and telephone system at all locations. Collaborate with Director of Operations & Compliance to troubleshoot problems.
- Manage Mail
- Manage as office keyholder, observing office opening and closing procedures.
- Supervise Operations Coordinator
- Manage technology concerns and troubleshooting
- Complete other administrative duties in partnership with the Director of Operations & Compliance.



2. Policies, Procedures & Compliance (1/4 of time)

- Working with the Director of Operations & Compliance, coordinate daily office operations and ensure staff-wide compliance to office policies and procedures.
- Internal compliance to policies & procedures may include assisting in tracking time sheets, requisition forms, mileage sheets, assisting in the preparation of reports, organizing files, and ensuring procurement process is followed.
- Serve on the DEI/Culture Team to translate vision and objectives into all policy & standard operation procedures.
- Assist in editing of existing policies and creation of new policies. Ensure we distinguish between policy and standard operation procedures.
- Assist with 2nd Cup Compliance, Reports, & Violations Clearing from City of Houston Health Department
- Perform Quarterly Audits/Monitoring

3. Communication (1/4 of time)

- Assist with delegating tasks to contractors when necessary.
- Lead communication of DEI/Culture Team objectives to entire agency & to external stakeholders as necessary.
- Participate in and contribute to talent acquisition efforts with job postings, candidate follow-up, scheduling interviews, and providing initial communication to new team members during the onboarding process.
- Assist with the onboarding process and new employee/intern orientation.
- Beautify existing and create new toolkits, policy handouts, and onboarding materials (handbook, flyers, etc.) as needed.

4. Finance/Grants (1/4 of time)

- Manage the AR Process W/ Finance Collaboration.
- Assist with Payroll and Hourly Employee Calculations (specifically 2nd Cup)
- Ensure Grants are submitted timely & adhere to grants calendar to maintain funding.

Hours, Role Scope, Expectations

- This will be a full-time, exempt role.
- The hours are 8AM-4PM or 9AM-5PM each weekday.
- From time to time, evening meetings, fundraisers, and other support may be required outside normal business hours.
- Reliable transportation is required.



- This role reports to the Director of Operations & Compliance.

Salary

\$50,000-\$55,000 DOE