

Operations Manager

Job Description



Department:	Administrative	FLSA Status:	Exempt
Reports To:	Executive Director	Physical Strength:	Light
Salary:	\$50,000-\$60,000/year		

Summary

This position is responsible for supervising back office responsibilities. The Operations Manager efficiently and effectively sees or provides daily operations activities, including payroll, benefits administration, accounting, and general administrative support. This position ensures compliance with fiscal, reporting, and records requirements and the sufficiency of the infrastructure that allows Free Geek to continue to fulfill its mission by performing the following duties.

Essential Duties

1. Maintains confidentiality when dealing with personnel matters, employee information and files and payroll.
2. Manages the organization, maintenance, of a centralized filing system and efficient process for document flow and retention for personnel, fiscal, and other operational documents.
3. Administers the company timekeeping application, ensuring accurate reporting of hours worked, paid time off, and other hourly benefits.

Job Duties

- Oversees organization, maintenance and access to Free Geek's document control systems (Google drive).
- Maintains accurate records for required training, HR and legal compliance calendars, and promote accountability among managers for meeting related deadlines.
- Oversees and delegates responsibilities as needed for, housekeeping, facilities maintenance and efficient use of utilities.
- Evaluates, maintains, and updates our internal data pipeline, including interdepartmental CRM, KPIs and related software tools.
- Reviews training needs matrix, staff review calendar and compliance calendars.
- Oversees coordination of supply ordering and organizing inventory.
- Maintains accurate records and protects all private information.
- Participates with other staff in keeping areas in line with Free Geek philosophy and capabilities.
- Ensures personnel actions are processed in an accurate and timely manner.
- Reviews area stewardship assignments seeks cost saving options in gas and electric use and sets priorities for facility projects.
- Works with outside vendors to administer benefit enrollments, updates, etc.
- Oversees payroll processing on a bi-weekly basis, monitors deductions, paid time off and documented sick leave accruals, and creates compilations of data to be used by different departments.
- Reviews and identifies discrepancies in reports and documents and corrects issues.
- Oversees updates to the payroll system by entering new hires, terminations of employment, added deductions and other changes to the employee's personal data, and provides backup support as needed.
- Monitors fiscal controls in compliance with all legal and policy requirements.
- Ensures all relevant financial and operational data and analyses are presented to the Executive Director timely.

Approved By: Hilary Shohoney
Last Updated: September 2020

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- Oversees risk management and legal activities such as letters of agreement, contracts, leases, and other legal documents and agreements.
- Manages accounts payable and receivable.
- Manages operational projects relating to accounting, personnel and other infrastructure operations.
- Procures, monitors, and manages business insurance policies.
- Suggests improvements to policies and procedures related to areas of responsibility and follows through with implementation of approved changes.
- Communicates with other Free Geek staff and volunteers about the needs of all areas.
- Keep work areas clean and organized.
- Coordinates with HR services as needed.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from the Executive Director.
- Other duties as assigned.

Supervisory Responsibilities

Directly supervises employees in the Administration department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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 duties.

Education & Experience

Minimum of two years' experience in a supervisory, management, or leadership role. Intermediate to advanced knowledge of principles and practices of non-profit management with a minimum of three years' progressive responsible working for non-profit organization. Advanced knowledge of principles and practices of project management, and experience regularly leading fiscal, operations, personnel, and strategic planning projects. Demonstrated experience handling money and confidential information in a work environment. Proficiency using Microsoft Office and Google apps. Demonstrated confidence and competence working with diverse populations. Working knowledge of HR, preferred.

Certificates, Licenses and/or Registrations

HIPAA certification, required.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Computer Skills

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Physical Demands & Work Environment

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

While performing the duties of this job, the employee is required to remain in a stationary position for 15% of the time, occasionally move about the location, occasionally ascend and descend stairs, and communicate with employees/customers/visitors and exchange accurate information. The employee constantly/frequently operates a computer and other office machinery, constantly positions themselves to complete work that may include kneeling or crawling and reaching.

The employee must move/transport equipment or office materials weighing up to 20lbs. This position has frequent exposure to computers. Must be able to detect text and programs on computer screens.

Employee Signature: _____ Date: _____

Employer Representative: _____ Date: _____