



OPERATIONS MANAGER JOB DESCRIPTION

Job Title: Operations Manager
Location: 13300 Pond Springs Road, Austin, TX 78729
Reports to: Executive Director
Employment Classification Status: 30-40 hours/week

MISSION STATEMENT

Fostering Hope equips families, churches and organizations to transform the lives of foster and adopted children.

KEY ATTRIBUTES

The Operations Manager is a proactive problem solver anticipating the needs of Executive Leadership. He or she exhibits strong organizational skills and communicates clearly and professionally. With a drive to resolve problems and engender a resourceful, supportive demeanor, the Operations Manager gets along well with a wide variety of staff personalities and external stakeholder groups. He or she can manage time and resources well, while providing specific attention to detail.

PRINCIPLE FUNCTION

Reporting to the Executive Director, the Operations Manager will provide leadership for the Family Center offices and the organization's operations as a nonprofit, including finance and accounting, human resources, technology, administrative and operational procedures, policies, and record keeping.

KEY RESPONSIBILITIES

Operations

- Oversee maintenance and upkeep of donor/client software
- Partner with the communications team to categorize new contacts into appropriate communication groups
- Coordinate with the development team to ensure timely and accurate receipting of all donations
- Provide feedback to the programs team regarding record keeping
- File and maintain records with Microsoft Teams, SharePoint, and donor/client management software
- Design and implement filing systems
 - Ensure filing systems for HR, Main Office and Programs are maintained and current

- Establish and monitor procedures for record keeping
- Ensure security, integrity and confidentiality of data
- Oversee the on-boarding of new employees
- Oversee and update HR policies and health benefits for the organization
- Put in place and ensure the excellence of all administrative processes, reporting requirements, and other administrative needs
- Oversee the well-functioning of all technology systems and employee computers, including engaging outside tech support as needed

Events

- Provide logistical support for meetings and client/donor events
- Participate actively in the planning and execution of organizational events

Office Management

- Provide general support to visitors
- Serve as the point person for building maintenance needs, working with the landlord, mailing, shipping, supplies, equipment, IT, bills/invoices
- In partnership with the Executive Director, facilitate weekly staff meetings and provide regular procedural reminders
- Manage IT with support from outsourced contractors as appropriate
- Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff as appropriate
- Maintain office supplies and orders
- Maintain consistent communication with managers, staff, and vendors to ensure proper operation of the organization.
- Supervise and assign tasks to office volunteers as needed
- Maintain a safe and orderly office environment

Finance and Accounting

- In partnership with the Executive Director, develop an annual budget to be approved by the Board of Directors
- Actively oversee and manage adherence to the budget
- Oversee the financial administration of FH to ensure full accuracy, integrity, transparency, and accountability
- Provide requested Quickbooks reports to Executive Director
- Conduct and/or oversee a contractor who conducts all QuickBooks accounting
- Ensure best practices related to separation of financial duties to mitigate an risk of financial fraud
- Ensure timeliness and compliance of all IRS reporting, payroll, human resources, and related functions
- Ensure that operational activities remain on time and within budget

- Facilitate annual audits and reviews; oversee auditing firm as needed

REQUIRED EDUCATION, SKILLS & EXPERIENCE

Fostering Hope is seeking an accomplished professional who has at least 3 years of office support and management experience, ideally in a nonprofit entity. Specific requirements include:

- Highly collaborative style
- Strong spreadsheet development, knowledge of Quickbooks, and management skills
- Expertise and/or strong familiarity with nonprofit accounting practices
- A strong track record as an implementer who thrives on managing the details
- Relationship builder with the flexibility and finesse to "manage by influence"
- Sincere commitment to work collaboratively with all constituent groups, including CPS, nonprofits, churches, community stakeholders, families, staff, board members, volunteers, donors, program participants, and other supporters
- Proficiency in conflict management and business negotiation processes
- Maintain a personal commitment to leadership and professional development
- Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives
- Participate as a full member of Fostering Hope, adhere to our core values, attend staff meetings, participate in FH events, and coordinate collaborative activities with other departments as needed
- Stay abreast of foster care, adoptive, and trauma-informed care trends through relevant books, articles, blogs, and other sources.
- Provide Executive Director suggestions for professional development of entire staff in relation to office operations.