



JOB POSTING

OPERATIONS MANAGER

Posting Date: March 13, 2024
Position Title: Operations Manager
Classification: Exempt status/Full-time
Location: In-person, Rockland County, NY
Reports to: Chief Operations Officer
Anticipated Start: April 1, 2024

JOB HIGHLIGHTS: The Operations Manager ensures the smooth operation, general oversight, and management of all Center for Safety & Change programs and sites. The Operations Manager works closely, and in conjunction with, the COO and the executive team to plan, develop, organize, implement, and evaluate the function and performance of the agency's facilities.

The Operations Manager supervises and provides guidance to the Support Staff team to support the mission of the Center. The Operations Manager oversees IT coordination, facilities repairs, and fire drills.

The Operations Manager must be able to adapt to a continually evolving environment and autonomously thrive in a deadline-driven workplace. They must develop a strong understanding of the Center's mission in order to link daily activities of the various programs/departments to that mission.

The position is an *exempt, full-time, 35 hours per week* role. The Operations Manager reports to the Chief Operations Officer (COO).

LOCATION: This opportunity is an in-person role based in Rockland County – New City, New York.

YOU'LL BE RESPONSIBLE FOR...

Program Support

- Maintaining an up-to-date information/filing system, including file storage.
- Answering phones and/or ensuring that phones are answered and messages are appropriately distributed.
- Scheduling conference and workshop attendance for staff, in line with budgets, grants and financial viability.
- Providing administrative support to program directors and senior management, as assigned.

- Obtaining 2-3 quotes from vendors for orders or repairs.
- Answering hotlines as needed.
- Overseeing the receipt and distribution of client donations.
- Overseeing all transportation requests and ensuring that all are scheduled.
- Overseeing that all mail is sorted and appropriately distributed.
- Ensuring that all mail is postmarked and sent out on a daily basis, and doing bulk mailings as needed.
- Ordering food, for various meetings, from approved vendors.

Finance

- Overseeing business/supply transactions and ordering supplies.
- Developing inventory control systems for supplies and other functions.
- Designing and implementing office forms that will allow the office to flow smoothly.
- Overseeing all incoming monies and ensuring that they are recorded appropriately and in a timely manner.
- Checking equipment periodically to ensure proper maintenance of all office equipment.
- Coordinating banking activities and petty cash, i.e. scanning documents.
- Processing payments electronically, as needed.

Forms

- Designing and creating new data input forms (tables), as required.
- Modifying existing forms.
- Adding/removing fields.
- Creating form logic.
- Linking forms.
- Correcting design or end-user issues.

Office Management

- Supervising the Support Staff team. Providing training, direction and support to that team.
- Coordinating and ensuring that all office errands are accomplished, as needed, and in a timely fashion.
- Preparing surveys, as needed, to assess client, staff or program needs or interests regarding services.
- Supervising office moves and communicating with directors regarding administrative support requests.
- Conducting monthly facility checks and ensuring delivery of equipment at the main office and satellite offices, as needed.
- Additional duties designated by the COO and/or the CEO that are deemed necessary to ensure the smooth operation of the agency.

Other

- Assisting the agency by seeking out and recommending other data tools, as needed.
- Managing and/or administering additional data systems, as needed.

YOU MUST HAVE...

- A degree in data management or computer information systems, preferred; **work experience in data management is required.**
- A working knowledge of database fundamentals and best practices.
- Excellent attention to detail and organizational skills.
- Flexibility regarding work priorities.
- Sensitivity to the needs of users across various programs throughout the agency.
- The ability to make things work for all departments.
- Superior communication skills (both verbal and written).
- The ability to work in a fast paced, crisis-oriented environment: assess priorities, take initiative, handle multiple assignments and meet deadlines.
- Excellent relationship-building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- The ability to work collaboratively in a multi-disciplinary environment.
- The ability to work flexible hours, including some early mornings, evenings, and occasional weekends.
- The ability to attend all agency-required trainings, including a weeklong onboarding training at the Residential Shelter.
- Experience working with diverse populations and an understanding of cultural differences.
- Bilingual skills are a plus.
- While performing the duties of this job, the employee must possess the ability to communicate with staff and clients. Some occasional lifting may be required (please speak with Human Resources to request accommodations).
- A valid driver's license and access to reliable, insured transportation are required.

YOU'LL BE SUCCESSFUL IF...

As a passionate advocate for social justice, you adopt an anti-racist and anti-oppression lens to understand gender-based violence. You recognize that victims and survivors come to the Center while navigating different structural and social injustices that affect their experiences of survivorship. You also understand that this work requires an ongoing commitment to developing the language and tools we need to undo institutional oppression. You are flexible and work well as part of a team and independently. You have excellent time-management skills and a demonstrated ability to multi-task. You are accountable for doing what you say you are going to do.

TEAM OVERVIEW: The Center's Operations Manager is a key position within the Operations team. The Operations Manager works closely with our colleagues in all the other departments, providing a holistic range of supports for individuals and families experiencing domestic violence, sexual assault, human trafficking and other crimes. This position furthers the Center's mission in accordance with our mission, values and vision.

ORGANIZATIONAL OVERVIEW: At the Center, we strongly believe that integrating a world-changing approach into all areas of our work is essential to ending domestic violence, sexual assault, human trafficking, and other crimes. Our dynamic and diverse team of passionate advocates is working to create a world in which every individual has the basic

human right to be free from gender-based violence and to engage in relationships that embrace the principles of respect, equality, and safety.

The Center is a 501(c)(3) nonprofit organization, responding to domestic violence, sexual assault, human trafficking and other crimes in Rockland County, New York, by providing multi-lingual, trauma-informed legal and supportive services. We bolster our work with clients by engaging in extensive outreach and community education, strengthening the systemic response to all forms of gender-based violence.

GREAT BENEFITS AND PTO PACKAGE: The Center's employees enjoy a generous health benefits package that includes medical, dental and vision care. We offer additional benefits at no cost to the employee, which reflects a commitment to the future well-being of our employees. PTO and self-care are important to us, and we offer a comprehensive PTO plan that includes a minimum of 34 days and 12 holidays. A 401k plan is also available.

SALARY: \$70,000-\$75,000 (depending on language proficiency)

Application Instructions: NO PHONE CALLS PLEASE. To apply please submit a cover letter and resume via email to Human Resources at humanresources@centersc.org with the job posting title in the subject line, *Operations Manager*.

Center for Safety & Change values you, your growth, and your contributions. The Center believes that an effective, broad-based movement for social transformation must be rooted in anti-racist and anti-oppression principles as we work towards a more just and equitable society. BIPOC, people with disabilities, and members of the LGBTQ+ Community are encouraged to apply. The Center's policy prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender identity, disability, and national origin in employment and delivery of services.

For Information on Center for Safety & Change please go to
www.centerforsafetyandchange.org