

## Operations Manager/HR Focus



**Salary Range:** \$43,000-\$48,000 DOE

**Organization Type:** Christian Nonprofit Organization

**Position Type:** Full time, Exempt, Mon-Fri 8-5pm, Some weekends and evenings required

**Department:** Operations/Finance/HR

**Direct Report:** Executive Director (CEO)

The Operations Manager is a strategic mission focused leader. This role reports to the CEO. The successful candidate will be a hands-on and participative manager and will lead and develop an internal team to support the following areas: finance, business planning and budgeting, human resources, administration, and IT.

The OM will play a critical role in partnering with the senior leadership team in strategic decision making and operations as EHH continues to grow and work on enhancing our quality programming in order to broaden our reach and expand our capacity. The OM will be responsible for leading and managing the day-to-day operations of EHH.

### **Preferred experience and skills**

Minimum of a Bachelor's in Finance or Business Administration, or related field required

At least 3-5 years of overall professional business management experience; 2-3 years of broad financial and operations management experience required, nonprofit experience highly preferred  
Previous experience overseeing HR functions and grant management

High level ability to read and translate financial documents to leadership staff and the Board of Directors

Proficient working knowledge of computers, various software programs, and general IT competency

Commitment to the values and mission of Extended Hands of Hope

### **Job duties include but are not limited to:**

#### **Financial Management**

Analyze and present internal financial reports in an accurate and timely manner to the CEO

Coordinate and lead the annual audit process along with the CEO and Board Treasurer

Oversee and lead budgeting and planning processes in conjunction with the CEO and BOD

Manage and handle all accounts receivable and payable in partnership with the bookkeeper

Implement a contracts management and financial management/reporting system; ensure that all state, county, and local contracts are managed and are being adhered to according to required specifications for each entity

Update and implement all necessary business policies and accounting practices; improve the finance department's overall policy and procedure manual

Effectively communicate and present the critical financial matters to the CEO in a timely manner

## **Human Resources, Technology, and Administration**

Further develop and manage all of EHH's human resources policies and procedures

Coordinate all department recruiting, interviewing, on-boarding, training, and exiting

Assist with developing procedures that create a happy and healthy nonprofit within EHH, this includes researching best practices and overseeing compliance with policies

Create and manage all job descriptions and ensure that all open positions are filled

Develop and oversee all HR policies and procedures, and ensure they are in line with federal regulations

Conduct regular check-ins with Avanti House and administrative staff to resolve any issues or concerns that arise, and be available for any emergencies that take place

Monitor employee records to ensure that employees are paid accurately through regular work pay, overtime, PTO, and other benefits and allowances

Work with bookkeeper and staff supervisors to make sure that compensation is paid on time for all staff and vendors

Manage staff appreciation procedures in partnership with department supervisors and office manager

Work directly with hiring managers and office manager to oversee, manage, and file all personnel files according to company policies and state guidelines

Manage all third-party vendors for operations and for Avanti House

Manage administrative and facilities functions to ensure all needs are met and in compliance with state, county, and local government entities and partners.

## **Organizational Systems, Policies, and Structures**

Work in partnership with the CEO and BOD to create a strategic plan

Coordinate the annual operations plan and budget in partnership with the CEO and BOD

Lead the performance management process that measures and evaluates progress against goals for the organization along with the CEO and BOD

## **Resource Management and Fundraising**

Assist in developing, implementing, and regularly reviewing a strategic development plan

Ensure all house needs and program needs are met through donations and volunteers

Communicate regularly with the Grant Writer to ensure accurate information and reporting Work closely with the CEO and the BOD to assist with all EHH events

Communicate all organizational needs to CEO and Development Director in a timely manner

**Required Skills:**

- Understands and demonstrates a willingness to engage in the core values of Extended Hands of Hope and guiding values and philosophies for our programs
- Represent Extended Hands of Hope in a positive way at social activities and events
- Strong leadership and management skills and demonstrated experience required
- Ability to work well with a diverse team of females and clinical staff
- Ability to handle stressful and demanding situations
- Committed transparency, honesty and integrity
- Strong communication skills both written and verbal
- Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access
- Excellent interpersonal skills and a collaborative management style
- Budget development and oversight experience
- A demonstrated commitment to high professional ethical standards
- Knowledge of Federal Employment Laws
- Knowledge of tax and other compliance implications of non-profit status
- Open to direction and collaborative work style and commitment to get the job done
- Ability to respectfully challenge and debate issues of importance to the organization
- Willingness to understand trauma-informed care in order to better understand our working environment
- Persuasive with details and facts
- Delegate responsibilities effectively
- High comfort level working in a challenging and growing working environment
- Strong time management and organization skills
- Strong conflict resolution skills
- Strong ability to manage and oversee the human resources department and duties

Please email your resume and cover letter to [Kristen@extendedhandsofhope.org](mailto:Kristen@extendedhandsofhope.org).