



Position: Operations Manager

Reports to: Executive Director

Classification: Part-time permanent, non-exempt

Job Hours/Type: 28 hours/week

Hybrid and flexible - typically 2-3 days/week at Chapel Hill office during business hours, otherwise remote

Pay: \$22.05/hour

Start/End Date: July/August 2024

Work Conditions: Frequently moves boxes weighing up to 20 pounds across the office for various needs; occasionally ascends/descends stairs and ladders, and move about inside and outside the office to address building needs; Evening and weekend hours may be required

Benefits: Generous paid time off and paid holidays including monthly paid day off. Option to participate in 403(b) Retirement Savings Plan.

Position Summary: The Operations Manager position is responsible for administrative support to the leadership team, management of office operations, and facility improvement projects and internal communications under the supervision of the Executive Director.

Operations Manager Essential Job Duties and Responsibilities:

Procedures and HR Related

- Develop, implement and update standard operating procedures for staff related to agency administrative functions (e.g., supply requests, keys, building security, staff meetings, etc.)
- Provide support to staff in ensuring the smooth functioning of agency operations and procedures and assist in troubleshooting problems when they arise.
- Conduct administrative and operations onboarding for new staff, interns and volunteers on operational procedures and office maintenance.
- Manage relationships/agreements with external partners/vendors to ensure efficiency of the organization and reduce costs as needed.
- Process timesheets and related tasks for payroll in collaboration with the accounting firm.

IT and Tech Support

- Manage IT and tech support consultants and vendors for computer, phone, network, copier etc.
- Problem-solve and help resolve IT and tech issues as needed.
- Arrange for maintenance and repair of office machines and equipment.

Building Maintenance and Management

- Serve as liaison with contracted service providers for maintenance of building(s) and grounds.
- Check the building for maintenance needs. Field concerns from staff regarding maintenance issues. Follow up with any immediate concerns.
- Ensure that routine maintenance and necessary repairs are conducted.
- Perform light housekeeping and maintenance tasks.
- Help ensure facilities are kept neat and clean throughout the week.

Administrative Support

- Process incoming and outgoing mail; maintain check/cash log and ensure development staff have donation records in a timely manner.
- Prepare checks for deposit weekly and coordinate deposits at the bank in accordance with fiscal policies.



- Ensure adequate inventory of office supplies, within budgetary guidelines.
- Assist in developing streamlined, equitable interviewing and hiring processes and serve as a key member of all Compass Center hiring committees to assist teams in implementing consistent practices.
- Assist with Apricot database maintenance and reporting efficiency.

. Direct Client Services

- Participate in staff rotation of Information and Referral(I&R) Services, which includes answering the door and welcoming clients into the office, supporting volunteers answering our business line or answering the business line directly, and referring clients to internal or external resources/services.

Other duties as assigned by the Executive Director

Qualifications:

- Associate's Degree, Bachelor's Degree or equivalent experience
- A minimum of 1-2 years of experience in administrative/operations management, preferably in the nonprofit environment
- Strong organizational and communication skills, keen attention to detail
- Ability to maintain strict confidentiality
- Ability to communicate in a professional manner with staff, clients, funders, and vendors
- Demonstrate cultural sensitivity and the ability to work with diverse groups
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism, sound judgment, and patience
- High-level working knowledge of Microsoft Office suite including Microsoft Excel and G-Suite
- Enjoy working with a team of other committed and passionate staff members
- Possess a valid North Carolina driver's license, automobile insurance, and reliable vehicle preferred

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

To apply, please send a cover letter/interest email, resume and three professional references (at least 1 a direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls, please. Applications will be reviewed as they are submitted and they will be accepted until the position is filled.