



Operations Manager

Job Description

APPLICATION DEADLINE: 09/20/20

POSITION AVAILABLE: immediately

Date Posted: 08-19-2020

About the North Marin Community Services North Marin Community Services (NMCS) is a non-profit organization whose mission helps to empower youth, adults, and families in our diverse community. We serve 8,000+ people in need each year, providing comprehensive services to help people achieve well-being, growth and success. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, cultural humility, excellence, integrity, and learning and continuous improvement. Visit www.northmarinncs.org to learn about the impact of our services, and how you can make a difference in Novato.

Job Title: Operations Manager

Status: 100% FTE, Full time, exempt, 40 hours/week. Occasional nights and weekends. Position works on-site at our centers.

Salary Range: \$60,000-\$62,000/year. Generous benefit package including medical, dental, and vision benefits, life insurance, PTO, employee assistance program, up to 2% retirement employer match, and childcare discount. Sign-on bonus of \$250 at three months of employment.

Reports to: Chief Financial Officer

Purpose: The Manager's primary responsibility is to provide oversight of the administrative and facility management functions for the two centers, located at 680 Wilson Ave and 1907 Novato Blvd in Novato.

Essential Functions: The major responsibilities are:

Administration and Facilities

- Provide Administrative oversight to Administrative Coordinator, including ensuring front desk coverage during operational hours; mail distribution; supply ordering; processing payments and deposits; answering and routing telephone calls; and managing the building use calendar.
- Manage the daily operations of two centers in accordance with organization goals and objectives. Functions include budgeting, providing oversight to the Facilities Technician, and associated facility management functions.
- Provide oversight of facility security and alarm systems, including working with Redwood Security and Warren Security for ongoing alarm and panic buttons needs.
- Project manage capital projects through the use of the Facilities Project Timelines and collaborate with CFO to update the Deferred Maintenance long-term plan quarterly.
- Manage facilities contracts and grants, including issuing and awarding bids; managing contracts to ensure all Finance Office criteria is met; reviewing invoices for accuracy and submit in a timely manner; and completing grant reports within deadlines.
- Serve as facilities lead to ensure compliance with OSHA, Center for Disease Control (CDC) guidelines and other safety requirements, including ordering equipment.
- Lead emergency and disaster preparedness efforts in partnership with CEO, including working with Management Team to share and adhere to protocols; updating manuals and emergency flipcharts ongoing; scheduling and conducting drills; ordering and restocking emergency supplies; and collaborating with community partners and attending VOAD meetings. Manage emergency and disaster grants and contracts.
- Post-COVID, provider oversight to the building rental contracts, manage relationships, and coordinate the Indoor Soccer Program with Administrative Coordinator.

Food Program

- Serves as administrative lead with the Child and Adult Care Food Program (CACFP) including compliance, food production, attending required workshops and training as required for the Federal Food Program guidelines, and ensuring proper food safety practices are maintained throughout agency.
- Other duties as assigned for CFO and CEO.

Management Team

- Participate in Management Team activities including creating and meeting the goals in the 3-year Strategic Plan and Annual Plans; attending and participating in team meetings; and providing board updates as requested.
- Participate in performance management including: meeting management team competencies; aligning with our organizational values; achieve goals set; and keep position action plan updated.
- Analyze and improve organizational processes, and work to improve quality, productivity and efficiency.
- Work in partnership with Finance and Admin Dept staff to ensure that the Indoor Soccer budget and Plant budget remain on track.
- Directly manage the Administrative Coordinator and Facilities Technician, perform HR functions including conducting performance coaching, goal setting, and training as appropriate.
- Be a strong ambassador for the organization including participating in community collaboratives and fundraising efforts.
- Other duties as assigned by CFO and CEO.

Minimum qualifications:

- Minimum of 3 years experience in administration and management, including managing staff and working with diverse clients.
- Bachelor's Degree preferred.
- Strong project, organizational, and time management skills; contract management experience preferred.
- Excellent interpersonal skills, including verbal and written communication.
- Willingness for professional growth, including attending trainings as needed.
- Works well independently and as part of a team.
- Intermediate in Microsoft Office programs including MSWord and MSEXcel. Accurate data entry skills.

Other Requirements:

Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs. Candidate must pass a Live Scan background check and a pre-employment health exam including proof of vaccinations and TB test clearance (costs reimbursed). An applicant with a conviction, other than a minor traffic violation, including a misdemeanor and/or felony, will not receive background clearance. Maintain current CPR and First Aid Certification (willing to send to training).

To apply for this position:

Please submit your resume and cover letter by e-mail to:

HR@northmarincs.org

North Marin Community Services

Bilingual applicants are encouraged to apply.

Equal Opportunity

NMCS is an equal opportunity employer; we welcome and encourage all qualified candidates to apply. We value our differences and respect everyone. If you need accommodation in the application process, please contact hr@northmarincs.org or 415-892-1643 ext. 224.