

## JOB DESCRIPTION

**JOB TITLE: Operations Manager**

**REPORTS TO: Chief Operating Officer**



Friends of the Children - Seattle  
Seattle, WA

**Friends of the Children's mission is bold:** Impacting generational change by empowering youth who are facing systemic barriers through relationships with professional mentors – 12+ years, no matter what. Friends of the Children is a nationally recognized dynamic mentoring organization. To learn more, go to [friendsseattle.org](http://friendsseattle.org).

## POSITION SUMMARY

The Operations Manager (OM) is critical in ensuring smooth, the day-to-day functions of our organization. The OM is the first point of contact for people who call or visit the office. The OM reports to the Chief Operating Officer and will support the organization through a variety of administrative functions during regular business hours. This person must thrive working as part of a small team, and will need to effectively manages multiple projects and tasks and keep them on track.

**The following statements are intended to describe the general nature and level of work to be performed by individuals assigned to this position. They are not intended as a comprehensive list of all responsibilities, duties, and skills required of personnel so classified.**

## Essential Functions and Responsibilities

### General Administrative Support:

- Serving as the first point of contact for people visiting or calling the organization and directing them to the appropriate person for assistance
- Maintaining an organizational calendar of events
- Point of contact for IT provider
- Distributing and picking up mail
- Maintaining office supply inventory
- Developing and maintaining office procedures
- Active participation in staff meetings as notetaker
- Assisting with events administration when necessary
- Monitors the general email inbox and directs email to the appropriate teams
- Assist with national audit
- Maintains local, state, and federal compliance posters
- Completing and maintaining official registrations and contracts
- Maintaining organizational records and inventory of key documents
- Coordinating staff travel arrangement and related administrative tasks
- Complete all background checks needed for compliance

- Preparing deposits, invoices
- Assist preparing mailings to donors if needed

**Human Resources Support:**

- Developing and implementing processes and procedures.
- Recruitment management and posting jobs.
- Answering employee questions about benefits, organizational policies and procedures.
- Ensuring that employee paperwork is completed and properly stored.
- Performing all necessary background checks and maintaining confidential records.
- Supervising new employee onboarding.
- Researching and selecting employee benefits for Executive Director final approval.
- Managing employee benefit enrollment and renewal processes.
- Coordinating regular trainings for staff.
- Promoting an accepting and transparent workplace.

**Maintaining Facilities:**

- Researching and selecting contractors as needed
- Communicating with the landlord about safety issues and space concerns
- Providing the Chief Operations Officer with final options for projects
- Communication with vendors, brokers, and contractors
- Coordinating and overseeing facility expansions or updates
- Maintaining cleaning schedule

**Required Experience and Skills:**

- A minimum of two years of operations experience
- Demonstrated ability to multi-task in a well-organized attention to detail manner
- Self-motivated and flexible
- Excellent verbal and written communication skills
- 1-2 years of experience working with vulnerable communities
- Proficiency in Microsoft Suite; familiarity with databases and office functions
- Exceptional customer service and interpersonal communication skills, and experience working with diverse constituencies
- Excellent written communication skills and attention to detail and accuracy.
- Ability to work independently and maintain composure under pressure
- Ability to prioritize work and adapt to shifting demands and work situations, meet deadlines; maintain regular communication with supervisor regarding work plans, and proactively seek guidance regarding priorities and timelines
- Ability to maintain confidentiality, use good judgment, and follow procedures
- Ability to travel locally and adapt schedule to meet the organization's needs (i.e., some evenings and an occasional weekends)

**Preferred Experience & Skills:**

- Completion of two years of college or more in Human Resources or Business Management or similar strongly preferred
- 1-3 years of work experience, especially in an office or direct services role
- Familiarity with nonprofit organizations
- Basic knowledge of fundraising and events
- Database experience, donor databases preferred
- Experience working with children and families from diverse communities

This position works closely with all staff at the organization to ensure operational efficiency. This is a non-supervisory role. Occasional lifting of up to 25lbs may be required. Work hours vary but are generally 9:00am – 5:00pm, Monday through Friday, however, flexibility is essential. Employment contingent on successful background check.

### **Compensation & Benefits**

- Salary DOE (\$50,000-\$55,000)
- Employer-paid medical, dental, vision, and life insurance
- 401k with 3% employer match
- Generous paid sick and vacation leave, paid holidays, paid civic action days, and floating holiday
- Tuition reimbursement
- Parental leave for any parent, including for adoption and foster placement
- Employee professional development fund

### **TO APPLY**

Please submit a resume and cover letter, including your desired salary to [info@friendsseattle.org](mailto:info@friendsseattle.org). Interviews conducted on rolling basis and position open till filled.

*Friends of the Children--Seattle is an Equal Opportunity Employer, committed to addressing discriminatory practices, and to working toward racial equity. The equal employment opportunity policy of Friends of the Children--Seattle provides fair and equal opportunities for all employees and job applicants regardless of race, color, religious creed, national origin, ancestry, age, sex, gender identity, pregnancy, sexual orientation, marital status, familial status, disability, or genetic information, in compliance with applicable federal, state and local law. Friends of the Children--Seattle hires and promotes individuals solely based on their qualifications for the job to be filled.*

To learn more about Friends of the Children-Seattle go to: [friendsseattle.org](http://friendsseattle.org).