



Operations Manager - job description

Organization: The mission of the Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. A community-based, non-profit, human services organization, the CAC provides and advocates for the basic needs of people and families throughout Rice County. Its services and programs create a robust safety net for low-income families. These services include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides drop-in resource centers where immediate response and support is available. Its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of individuals each year. CAC owns and operates multiple housing projects, spanning from emergency shelter to permanent supportive housing. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing.

CAC's resources and staff are part of the community and include partnerships with schools, businesses, faith communities, and other organizations. This extensive local network allows CAC to pursue community-engaged solutions, prioritize partnerships, and collaborate with thousands of volunteers. Currently, CAC is looking for an **Operations Manager** to help lead and coordinate our work internally to ensure the success of CAC's mission

Job Summary: The position of Operations Manager will focus on managing CAC's internal operations; coordinating and connecting grants, finance, data, and technology. The position will be responsible for ensuring CAC's success with the requirements of existing partners and funders, as well as, exciting new opportunities with environmental sustainability and other new revenue contracts.

New Position: The position of Operations Manager is a new position at CAC and will be taking on responsibilities previously held by other CAC leadership. This ensures that candidates will have support from other colleagues who have done the work. Additionally, job duties describe an array of responsibilities and candidates are encouraged to apply even if they can't fulfill *ALL* areas of responsibility.

Primary Job Responsibilities: CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. While this position will be responsible for coordinating many diverse elements, the Operations Manager will be supported and surrounded with partners, vendors, and a team of colleagues sharing the challenges of this work. The primary responsibilities for this job include:

- **Grant and Contract Quality Assurance (Required)**
 - Facilitate the post-grant award process by ensuring that program staff understand contract/grant program provisions, budget elements, and reporting requirements
 - Monitor the development and implementation of procedures to ensure the success of CAC's grant programs, including an emerging carbon credit program
 - Coordinate with CAC's client database vendor to ensure the database is designed and formatted to track and gather necessary program information



- Monitor spend downs for all awarded grants and ensure financial documentation meets requirements of each funder
- Communicate regularly across organizational teams including Finance, Community Advocates, Food Access, and Housing
- **Database Management** (Required)
 - Coordinate directly with CAC's client database vendor to meet grant requirements and day-to-day accessibility for CAC staff
 - Design and pull reports by department
 - Provide quality assurance to ensure contract specifics are entered into the database and implement controls to ensure the accuracy and completeness of information in the database
- **Technology and Facilities Management** (Preferred, but not required)
 - Oversee all aspects of IT equipment and systems, ensure that office equipment, software, and supplies are inventoried, maintained, kept secure, and replaced as needed, troubleshoot day-to-day problems with hardware, software, and telecommunications equipment and services, following up with vendor technical support as required
 - Research, recommend, and purchase hardware, software, and office equipment; and ensure that staff are trained and equipped to use office equipment and software
 - Coordinate with CAC's property management partners related to facilities needs across the organization

Required qualities:

- Passion for CAC's mission of creating a healthy, caring, and just community
- Bachelor's degree; preferably in Finance, Business, or Social Services
- 2+ years of experience in nonprofit leadership, database management, organizational development, finance, IT solutions, and/or grants management demonstrating knowledge of nonprofit grants and compliance, management working with and interpreting applicable rules and regulations
- Experience or willingness to learn working with spreadsheets in either Excel and/or Google Sheets, and word processing in either Microsoft Office Suite and/or Google Docs
- Highly organized with attention to detail; patience; ability to work independently and coordinate multiple, diverse projects, set realistic deadlines, and manage a timeline
- Strong interpersonal skills
- Excellent written and verbal skills
- Prioritization skills and ability to work according to the organization's needs



Preferred qualities:

- Experience from a program or financial perspective around receiving revenue from different constituents, such as government agencies, private foundations, corporations, and individual donors
- Experience and knowledge of nonprofit grants and compliance management working with and interpreting applicable rules and regulations
- Familiarity with Rice County organizations and resources
- Ability to manage multiple projects simultaneously and meet time sensitive deadlines

Work Environment:

- Blend of office environment, shared work space, and open, drop-in center
- Flexibility offered to work a hybrid of virtual/in-person as needed
- Most work with vendors will be via weekly and monthly virtual meetings
- CAC is open from 9:00-5:00, Monday through Friday, but working hours are flexible for individuals

Compensation: The position is designed as a part-time, 25-30 hour/week, salaried, exempt position. Candidates looking for full-time (40 hrs/week) will be considered with additional responsibilities. Starting hourly wage will depend on experience and qualifications, with an approximate range of \$23-30/hour plus benefits. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas. This position will work collaboratively with CAC's leadership team, including CAC's Executive Director, Grants Manager, Senior Director, and program leadership. The position of Operations Manager will report directly to CAC's Executive Director.

Equal Opportunity: CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces include employees from diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

Application and Hiring Process: CAC will be interviewing on a rolling basis until the position is filled. Initial applications will be reviewed beginning Friday, December 16, 2022. To apply, please submit a cover letter, resume, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this e-mail address or by contacting CAC's Executive Director, Scott Wopata at 507-581-3953.