

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Operations Manager

Reports to: Director of Operations

Education Requirement: Bachelor's Degree or equivalent education and experience

Experience Required: Minimum of 2 years of operations, administration, or related experience.

Position: Exempt; Fulltime; 40 hours/week

Job Summary:

The Operations Manager is responsible for the operational and administrative functions of the organization including information technology, facilities management, and services, and purchasing. In addition, this position oversees the food pantry. This department participates in the development and implementation of organization-wide policies and programs that will contribute to its overall success.

Supervision/Evaluations: Facilities Assistants and Operations Assistant (??)

Essential Job Duties:

Operations, Facilities and Administration (90%)

- Provide direction and oversight of the Program Center facilities, Satellite Office, food pantry and monitor for safety, security, and maintenance issues.
- Assist with construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Analyze internal processes and implement procedural or policy changes to improve operations.
- Manage external partner and vendor relationships, contracts and purchasing orders
- Coordinate Facilities Assistant daily tasks and schedules, including but not limited to food drive scheduling.
- Coordinate Furniture donation program and drive schedule.
- Administer and manage the phone system, IT, office equipment and security for the office and staff.
- Manage satellite office, off-site warehouse facility and maintain a current inventory.
- Provide organizational space planning and solutions for staff growth.
- Supervise operations staff and assist with their professional development by setting goals and providing guidance to effectively meet them.
- Organize and implement program evaluation strategies to determine the efficiency and effectiveness of the agency's programs and services.

Special Projects/Other Duties as Assigned (10%)

- Oversee Operations Assistant to ensure that proper front desk and food pantry processes are utilized by providing training, feedback, and oversight of volunteers.
- Coordinate with Volunteer Manager for drives and space planning during Seasonal Programs.
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Additional Qualifications:

- Valid California Driver License and State Mandated Vehicle Insurance.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Send resumes to Elizabeth Childs, Director of Operations, at echilds@families-forward.org. No phone calls please.