

# Operations Manager - Job Description



**Department:** Administration and Operations

**Reports to:** Director of People and Organizational Culture

**Position Category:** Full time/Non-exempt

**Position Description:** The Operations Manager will be responsible for the strategies, policies, and tools to keep the organization functioning at its highest capacity. The Operations Manager should maintain a global view of the personnel, systems, and equipment needs that will support our programs and services. This role is best suited for someone who is skilled at troubleshooting issues that arise, finding creative solutions to problems, and identifying new technologies and efficiencies that will support our staff, patients, mission, and vision.

**Essential Responsibilities:** This position is responsible for the following main areas, with budgetary planning, monitoring, and compliance responsibility. Other duties may be assigned.

**Ensure that the building, operational systems, medical equipment, other equipment, the grounds, and parking lot support will meet the needs of our programs, staff, and community and are maintained with stewardship and in accordance with FWHC policies and procedures, including:**

- Locate, vet, schedule, and coordinate as necessary for related vendors and purchases;
- Provide project management oversight and supervision of external contractors through project completion;
- Support light troubleshooting of technology issues as they arise, escalate any IT needs to our 3<sup>rd</sup> party management vendor that require attention, and liaise between the vendor and the end-user as needed through its completion;
- Obtain bids for repairs, purchases, or acquisitions to ensure the upkeep of the building, grounds, operations, and equipment; coordinate any necessary approvals and purchases;
- Collaborate with Administration & Operations team on obtaining insurance info, business associate agreements, contracts, and any other documentation from vendors to maintain contract files up to date;
- Review related bills carefully for accuracy and provide any needed follow-up to Administration & Operations team;
- Conduct monthly safety and maintenance inspections of all equipment, building, and grounds; and
- Perform minor maintenance duties such as changing light bulbs, replacing water filters, etc.

**Ensure that the security systems are fully operational and other systems and protocols meet the safety needs of the Center and prioritize the wellbeing of our employees and patients, in accordance with governmental regulations, FWHC policies and procedures, including:**

- Remain informed and up to date on the trends and threats in anti-abortion extremism or white supremacist violence, and develop interventions and plans to keep staff and patients safe;
- Submit regular monthly reports to NAF Security on our Violence & Disruption Statistics;
- Locate, vet, schedule, coordinate, and manage on-site security contracted officers, as needed, and act as liaison with security vendors;

- Maintain relationships and coordinate relevant information with immediate neighbors, local police, GBI, FBI, NAF's Security Department, or other law enforcement/security personnel;
- Provide security and safety orientation/updates for employees & quarterly training/drills.
- Execute and evaluate emergency, disaster, and safety procedures and systems; and
- Ensure that security, fire prevention, and other safety systems are fully operational.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge, Skills and Other Abilities:**

- One or more years of consistent and relevant work experience and/or training is required, with an emphasis on operations and office management.
- Commitment to reproductive health, rights, and justice issues is required.
- Excellent organizational, communication, and computer skills. Attention to detail is a must.
- Ability to work independently, manage multiple, simultaneous projects to completion, and meet and be responsible for deadlines.
- Ability to gather & consider all relevant information in making decisions and to develop effective solutions is needed.
- Regular hours cover Tuesday through Saturday, with schedule flexibility provided when infrequent evening, "weekend" hours or when Monday coverage occurs.
- Upbeat, positive, personable, and ability to relate well to diverse people and age groups.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is regularly required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 lbs.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Depending on location, a combination of in-office and virtual office at this time. Must be able to participate in online virtual communications including email, video conferencing, and other online tools used to facilitate virtual office culture and work sharing.
- Must be able to conduct business in English; however, fluency in languages other than English is a plus.

- This role routinely uses standard office equipment such as computers, phones, and scanners. Employee is regularly required to communicate effectively via computer, via phone, and in person.
- The noise level in the work environment is usually moderate.

**If interested in this position, please submit a resume and a cover letter which includes a statement regarding applicant's support of FWHC's mission and reproductive health, rights, and justice.**

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This position, as with all roles at the Feminist Women's Health Center, includes upholding the philosophy and mission of the organization by:

- Maintaining work performance consistent with the organization's policies and procedures.
- Demonstrating an ability to work well with diverse groups of people.
- Maintaining a high degree of professional ethics to include confidentiality of all client, donor, volunteer & employee information.
- Utilizing work time efficiently and with integrity.
- Contributing to self-development and professional growth by seeking opportunities to learn through journals, seminars or special programs and sharing learning with others.
- Communicating effectively with the Director of People and Organizational Culture on the status of work in progress, including written status reports and staff meetings.
- Completing projects and work assignments as assigned by deadlines.

Position will be reviewed annually on adherence to and performance in job functions as outlined on an annual basis and may be modified as a result. The Operations Manager will actively contribute to the development of this position and its function within the organization.

**FWHC is an equal opportunity employer.**