



# Operations Manager

## Position Overview

The Operations Manager supports the mission, vision and goals of The Green House® Project by creating an efficient and supportive working environment that delivers high program quality and customer service. Reporting to the Senior Director, this position's goal is to ensure organizational effectiveness by providing leadership for the organization's financial functions, HR, and contracting process.

The Operations Manager's primary responsibilities are accounts payable/accounts receivable, payroll, liaison with the organization's HR services supplier, contract development and tracking, and grant reporting (when applicable) in collaboration with Senior Director.

Working with the management team, the position also contributes to the development and implementation of organizational policies, procedures, and strategies.

## Responsibilities

1. Administers and manages office systems (IT, Wifi, printers, cell phones, office supplies).
2. Serves as primary contract manager – Oversees contract process in collaboration with colleagues to finalize details and ensure contract meets unique client needs. Manage and track contracts and handle communications with potential client until contract is signed.
3. Manages and administers financial processes -- AR/AP, and monthly financial reports (in collaboration with accounting firm).
4. Manages and administers HR processes – Payroll, Benefits (through Insperity interface). Receive and review all expense reports and make corresponding payments to staff. Monitor expense reports for compliance with employee handbook policies.
5. Provides information and resources to internal/external stakeholders to support effective communication and timely results.
6. Coordinate team meetings and training events with clients
7. Other duties as assigned.

## Position Requirements



- Experience with innovative and evolving programs
- Interest and willingness to learn about the field of aging and culture change
- Extraordinary attention to detail
- Excellent written and verbal communications skills
- Strong organizational skills and the ability to effectively prioritize and manage multiple responsibilities simultaneously
- The ability to identify challenges and actively work to find solutions
- Outstanding interpersonal and teamwork skills
- Experience and proven success with budgets, financial documents, and contracts
- Experience with A/P and A/R, as well as Payroll administration
- Excellent computer skills and proficiency in excel, Word, Outlook, Quickbooks, and Salesforce.com