



National Alliance on Mental Illness

nami

Maryland

Job Title: Operations Manager

Salary: \$60,000

Location: Columbia, MD (In-Person)

Reports to: Deputy Director

Major Areas of Responsibility

The Operations Manager will manage a wide range of duties associated with operational processes and systems, infrastructure, internal communications, technology support, finance, accounting and have broad administrative responsibilities.

Operations Management

- Lead the development of operations-related systems, policies and processes while looking for opportunities for improvement and the development and refinement of toolkits.
- Continuously interact with and assess all functional areas of the office and staff to assess, support and improve effectiveness and efficiency, including through processes, policies, and systems.
- Assist in updating various NAMI Maryland policies and procedures including the Board-approved Personnel Manual and other Policies and Procedures.
- Maintain the internal operations procedures and tools, including insuring that the NAMI Maryland Linked Index is routinely reviewed and updated in cooperation with other relevant staff.
- Oversee scheduling systems for the entire office, including the maintenance and updates of the office calendar.
- Manage information and technology, including use of shared drive and overall data management (including maintenance of the Linked Index) and troubleshooting of problems involving software and hardware, technology aspects of the warmline and the NAMI Maryland CRM. This includes being the lead contact with the information technology contractor.
- Work with the Executive Director and Deputy Director to insure that all required NAMI Maryland Board of Directors documents and processes are current, that notices of, and arrangements for, all Board and committee meetings are current and that documents for Board and Board committee work are completed and filed appropriately.

- Assist the Executive Director and Deputy Director in scheduled reviews and updates for organizational documents, forms, and reports.

Human Resources

- Coordinate bimonthly payroll with accountant
- Keep personnel records up to date as they relate to onboarding documents, evaluations, training, etc. and communicate needs or concerns to the Executive Director.
- Onboard new employees
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Finance

- Work with the third-party accountant to maintain accurate financial records, vendor invoices, quotes, grants and contract expenditures, and revenue recording and reporting. This includes the proper payroll processing.
- Supervise the Administrative Assistant, who primarily focuses on administrative-related tasks to support the accountant.
- Oversee the processing of deposits and payments, approval of invoices, review of cash receipt and other logs, monthly reconciliation of credit card payments and other ongoing internal financial and accounting tasks.
- Work with the Executive Director and Deputy Director to review internal accounting reports.
- Maintain various licenses, service agreements and insurance policies, including those required for 501c3 charity corporations in Maryland.
- Review and maintain vendor contracts including term, payment, and scope of work, under the supervision of the Deputy Director.
- Closely work with the contractual accountant to maintain all records related to vendors, donors, grants, and contracts.

Other

- Work collaboratively with NAMI Maryland volunteers and other staff.
- Provide support for NAMI Maryland fundraising and outreach events.
- Oversee the internship and office volunteer program, focusing primarily on identifying various staff and operational needs and directing prospective interns and volunteers to the leads for those functional areas, including Operations.

Experience and Qualification Requirements

- Bachelor's degree (Marketing, Business, Communications, Nonprofit Management, or related field)
- A minimum of five years of experience in non-profit operations with responsibility for supervising others preferred.

Knowledge, Skills and Abilities

- Excellent organizational, planning, and prioritization skills
- Ability to influence and persuade to achieve desired outcomes
- Excellent oral and written communication skills.
- Experience with budgeting processes
- Knowledge and experience with database programs.
- Interpersonal communication skills in combination with experience working with volunteers, committees, and community leaders.
- Ability to work independently and on a team, but with a high regard for collaboration, accountability, and outcomes.

Please send cover letter with salary requirements and resume to: mgray@namimd.org