

OFC's Operations Manager Position Description

Job Purpose

The Operations Manager (OM) is responsible for spearheading all OFC's administrative activities. The position oversees, develops, and implements a comprehensive, long-term, and short-term operations plan to strengthen and support Our Family Coalition's mission, goals, and objectives. At the same time, the person in this position has a passion for detail and will act as a fiduciary for the organization. This person is responsible for ensuring that Our Family Coalition's Operations Department supports the smooth and coordinated delivery of all OFC's programmatic, communication and development deliverables by keeping existing support systems running smoothly. This person also helps foster OFC's collaborative, high-performing workplace culture while upholding our organizational values, human resources practices, and policies. The OM ensures the smooth operation of the office(s) by maintaining a well-organized, professional environment, keeping accurate and up-to-date organizational records, and providing direct support to the Executive Director

Our Family Coalition advances equity for the full and expanding spectrum of LGBTQ families and children through support, education, and advocacy. This position may supervise employees and will report directly to the Executive Director.

Primary Duties and Responsibilities Include:

Operations Management

- Answering and redirecting incoming calls
- Handling all general incoming emails from info@ourfamily.org, Operations_account@ourfamily.org, including Information and Referral requests and WordPress spam

- Managing, identifying and developing necessary vendor, state, city and county accounts
- Maintaining organizational databases (i.e., inventory, demographics, financial) to ensure monthly reporting and effective supply chain management
- Meeting staffing needs by posting internships, volunteer and staff position needs, and screening candidates based on recruitment profiles created by Directors.
- Providing all logistical needs for all of OFC's events and fundraisers
- Managing the Organization's internal Google Calendar
- Coordinating internal communications
- Maintaining the office spaces
- Keeping track of inventory and anticipating the organization's supply and purchasing needs
- Keeping logs of visitors and partners (does not include program or event logs).
- Supporting Executive Director with scheduling: meetings, travel details, filing, conference calls and other administrative tasks as assigned
- Maintaining and managing the paperwork for the bi-monthly Board of Directors meeting
- Preparing bulk mailings (quarterly newsletter, SF Pride, Oakland Pride), including
 - labels & USPS Forms
 - Organize staff/office events (birthdays, Google calendars, staff trainings)
 - Represent the agency as needed at promotional tabling and networking events
- And other duties as assigned

- Act as the point person and principal liaison between OFC and OFC's PEO

Financial Management

- Act as the point person between OFC accounts team and ensuring that all OFC purchasing and expense policies are maintained by all staff, subcontractors, vendors, and partners
- Conducting major purchasing and expenses
- Reviewing payroll bi-weekly and ensuring hourly staff hours are entered accurately and approved by their supervisors
- Maintaining lists of in-kind donors and donations in partnership with the accounts team(s), the Communications & Development Director and the Programs Director.
- Provides monthly reports to the Executive Director
- Filing (invoices, purchase request forms, private foundations, public grants, MOU's etc.)
- Communicating with vendors
- Preparing checks for mailing. Collects, logs, and routes incoming checks in accordance with financial procedures.
- Processing incoming donations: checks (donations, grants), credit cards, etc.
- Supporting with invoicing and interfacing with grant officers
- Provide annual audit support to the accounts team

Additional Duties

- Maintain accurate permanent files for corporate filings and contracts. Create and maintain a log that includes renewal dates for compliance oversight.
- Ensure compliance with all laws, regulations, organizational policies, and funding guidelines.

- Implement and continuously improve the organization's data retention and document storage policy and practices.
- Maintain strict confidentiality and the highest level of integrity and professional boundaries.

Qualifications

- Must have a Master degree. Years of relevant work experiences may act as a substitute equivalent.
- Excellent verbal, writing, interpersonal skills, computer/internet, and organizational skills. Working knowledge of accounting software
- Demonstrated commitment to social justice, anti-oppression work, LGBTQ rights and a commitment to uphold OFC's values.
- Demonstrated ability to work as part of a team and with people from a variety of different racial, ethnic, socio-economic, educational, religious gender, and generational backgrounds.
- Continuous commitment to supporting social justice and racial equity
- Experience with Neon database is a plus
- Willingness to work evenings and occasional weekends
- Impeccable attention to detail, time management, and punctuality.
- Have the ability to demonstrate organization and coordination skills between departments and teams
- Quick learner with initiative and able to work both independently and collaboratively
- Creative problem solver, comfortable sharing thoughts/ideas with team and supervisor

Physical Requirements:

- Required to sit and use their hands and fingers, stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.
- Vision abilities required by this job include close vision. Often uses a computer, tablet, or other office technology such as a copy machine and printer.
- Hearing abilities required by this job.
- Retrieve and deliver supplies from storage areas and move boxes and materials weighing up to 20 pounds.
- Required to come into the office a minimum of 3 times a week.

Compensation and Terms

The Operations Manager is a full-time, 37.5 hours/week position. The position is a salaried position and includes full medical and dental benefits.

Our Family Coalition is an equal opportunity employer, and we encourage applications from Indigenous people, Black people, Trans folks, women, people of color, people with disabilities, members of the LGBTQ community, or other underrepresented groups. OFC does not discriminate in its employment practices or policies based on race, color, creed, ethnicity or national origin or ancestry, age, gender, gender identity, religious beliefs, sexual orientation, veteran status, or disability.