



## JOB DESCRIPTION

**TITLE:** Operations Manager/ Executive Assistant

**CLASSIFICATION:** Exempt

**REPORTS TO:** CEO and COO

**PURPOSE OF POSITION:** The Operations Manager / Executive Assistant is accountable to the President and CEO, and the Chief Operating Officer. The successful candidate will be responsible for managing, organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency. The position will also be responsible for facilitating for the CEO, the integration and coordination of fundraising activities and grant management. He/she is responsible for implementing the following core functions:

- Administration
- Operations
- Human Resources
- Fund Development Administration

### **Administration**

- Works with budget and expense reports, generates communications and processes documents. Maintains files and records for area of responsibility as needed.
- Coordinate resources across the organization, including ordering office supplies, managing office facilities and office calendar.
- Customize presentations for various target audiences.
- Create, maintain and promote a safe, clean workplace.
- Coordinates event planning and catering as needed for meetings of any group size.
- Answer inquiries and/or referring callers/visitors to appropriate person/department.

### **Operations**

- Provide assistance in the day-to-day implementation of all operational systems, processes and policies in support of the organization's goals and objectives.
- Manage and increase the effectiveness and efficiency of support services (HR, IT, facilities), through improvements geared toward operational excellence.
- Assist with management of the organization's local area network computer system and related IT needs.
- Facilitate the procurement of goods and services in accordance with policy and grant requirements.
- Supervise requisition of office supplies/equipment, authorize supply orders, upon delivery verifies receipt of supplies as ordered, and provide support to maintain organized supply storage.
- Facilitate with the designated staff, the Board of Directors and Committee meetings to include the preparation and distribution of materials for the Board of Directors and its committees, the coordination of logistics, including the process for elected community members to the Board.
- Ensure all contracts and service agreements related to IT, HR and facilities are executed and complied with.
- Supervise ARRP and Career Source part-time paid volunteers. Monitor and assign clerical and related functions to respond to immediate needs and priorities.



- Ensure there is compliance with all insurance requirements and bonding for all OLCDC and its subsidiaries.
- Ensure all office corporate filings and related licensing and certification are being met and filed correctly for OLCDC and its subsidiaries.

### **Human Resources**

- Administer employee benefits meeting all requirements and serving as the liaison person between OLCDC and insurance companies.
- Assist managers with the recruitment of personnel, facilitate screening and processing of candidates for interviews.
- Conduct all onboarding of new employees insuring they complete all required paperwork.
- Maintain and update personnel files and insure confidentiality.
- Conduct all exit conferences with employees who are departing.

### **Fund Development Administration**

- Develop and manage a tracking system for all fundraising and grant writing activities, proposals, applications, inquiries, deadlines, reporting, etc.
- Assist senior management and the CEO in the development and execution of proposals to ensure their completion and submission.
- Conduct all follow-up inquiries with staff on submission of proposals and reporting requirements.

## **KNOWLEDGE, SKILLS, and ABILITIES:**

- Knowledge of office management procedures and practices.
- Knowledge of bookkeeping and accounting procedures and practices.
- Knowledge of computer system operations.
- Skill in typing and using other office equipment.
- Excellent computer skills and proficient in Microsoft Word, Excel, Outlook, PowerPoint.
- Skill in verbal and written communication.
- Ability to form relationships and effectively work with diverse staff, collaborators and the general public.
- Ability to manage multiple tasks in a demanding work environment.
- Ability to challenge and debate issues of importance to the organization
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Strong organizational skills with attention to detail
- Strong problem-solving skills
- Ability to maintain a high level of professionalism and confidentiality
- Bachelor degree in business administration or related field. Master degree in business administration
- Minimum five years' experience in similar position. Extensive experience may be substituted for college degree
- Experience working with grants and on local area computer network desirable.
- Must be able to work independently and as part of a team.
- Flexibility and a "can-do" attitude are musts.
- Willingness to learn and take on new challenges.