Position: Operations Manager
Department: Administration
Reports To: Chief Operating Officer
Location: Towson, MD; In-person
Status: Full-Time, Exempt
Salary Range: $65,000 - $70,000

SUMMARY

The **Operations Manager** will oversee the daily operations of our organization, ensuring that all processes run smoothly and efficiently. The Operations Manager is responsible for managing resources, optimizing workflows, and implementing strategies to enhance productivity and operations performance. Your leadership will be crucial in achieving our organizational goals and maintaining high standards of quality and service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage and supervise day-to-day operations across departments and worksite locations, ensuring adherence to agency policies and procedures.
- Purchase materials, plan inventory and oversee worksites efficiency and cost effectiveness.
- Help the organization's processes remain legally compliant.
- Participate in the hiring, onboarding, and exiting process for employees.
- Find ways to increase the quality of customer service.
- Monitor and evaluate operational performance, identifying areas for improvement and implementing effective solutions.
- Implement and enforce safety procedures to create a safe and secure working environment.
- Support compliance with relevant regulations, industry standards, and agency policies.
- Negotiate contracts and agreements with vendors to ensure favorable terms and quality service.
- Act as a liaison between IT and Security vendors and systems.
- Resource Management
    - Coordinate and allocate resources, including personnel, equipment, and materials to meet operational needs and project requirements.

    - Complete activities that support management of budgets for operational activities, tracking expenses.
- Process Optimization:
    - Analyze current processes and workflows to identify inefficiencies and areas for improvement.
    - Implement best practices and innovative solutions to streamline operations and enhance overall productivity.
- Leadership Skills:
    - Ability to lead, mentor, and develop a high-performing team, providing guidance, support, and feedback to ensure optimal performance.
    - Foster a collaborative and positive work environment, promoting teamwork and employee engagement.
    - Demonstrate clear and constant communication to help address and prevent issues.
- Customer and Vendor Relations:
    - Maintain strong relationships with customers and vendors, addressing any concerns or issues promptly and professionally.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration, Operations Management, or a related field ***preferred*** but not required.
- Experience: Minimum of 3 years of experience in operations management of multiple sites, preferably in non-profit industry.

LANGUAGE SKILLS

- Strong leadership and team management skills, excellent problem-solving abilities, and a strategic mindset. Proficiency in relevant software and tools (e.g. ERP systems, MS Office)

ATTRIBUTES

- Detail-oriented, proactive and communicative, and adaptable with a strong focus on results and continuous improvement.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

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.

1. Routine office mobility.
2. Occasional lifting of boxes.
3. Sustained posture in a seated position for prolonged periods of time.

AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT

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