

The Glades Initiative, Inc.

Job Description: Operations Manager

Reports to: President/CEO

Time Commitment: Full time, non-exempt, 40 hours/week including some evenings and weekends.

Summary:

Responsible for working with the President/CEO for the planning, coordinating and implementing of activities for the operations of The Glades Initiative, Inc.

Oversees and coordinates on a daily basis, activities of The Glades Initiative, including customer service, human resources, payroll, accounting and data management. This position is also involved in budget development and audit coordination.

Primary Roles & Responsibilities:

Financial Accounting:

- Maintains financial accounting using general accounting procedures
- Uses QuickBooks to manage organizational finances with nonprofit bookkeeping experience

Customer Service:

- Ensures that all clients receive the highest level of customer service.
- Implements and periodically reviews policies and procedures for the daily operations.

Human Resource Management:

- Implements and periodically reviews the CCH HR Manual and all job descriptions
- Advertises positions and performs initial interviews of all staff and volunteers; performs background checks, orientation and schedules reviews of employee/volunteer performance Completes all HR forms: I-9, W-4, Employment and Volunteer applications, hiring letters and maintains personnel files.
- Ensures all personnel procedures are followed.

Data Management:

- Enters data as necessary and oversees and reviews entry of all data, financial and otherwise by self, staff and volunteers.
- Works with the President/CEO to ensure proper data reporting for grant and financial reports.

Qualifications:

- Commitment to The Glades Initiative's mission and services.
- Strong background and work experience in operational finance.
- Excellent computer skills and proficient in Excel, Word, Outlook and Access.
- Knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Ability to develop and draft procedures as needed and necessary.
- Excellence in interpersonal skills and collaborative management style.
- Excellent people manager; open to direction and a collaborative work style; commitment to get the job done.
- Ability to question and debate issues of importance to the organization.
- Excellent communication skills, both verbal and written.
- Strong work ethic and able to handle confidential agency and client information.
- Has comfort level in a diverse environment.
- Bachelor's Degree and finance or bookkeeping experience required.
- Completion of Level 2 background screening.

To apply for this position:

Send email **resume and cover letter** to **jobs@gladesinitiative.org** with the word **OPERATIONS** in the title of the email.