POSITION OPENING: OPERATIONS MANAGER
JULY 2021

WHO WE ARE
The Children’s Partnership (TCP) is a California advocacy organization advancing child health equity through policy, research and community engagement.

POSITION SUMMARY
The Operations Manager plays a critical role in supporting and ensuring the effectiveness of the TCP team. The role serves to help ensure the organization runs smoothly, with particular emphasis on administration, finance & accounting, and organizational governance. The number one competency the person in this position must demonstrate is resourcefulness.

OUR VALUES
Balance, Equity, Growth, Accountability and Trust

PRIMARY RESPONSIBILITIES
Work in conjunction with the Vice President to:

- Serve as the organization’s Director of First Impressions (both internal and external)
- Problem-solve, investigate, provide guidance, or secure assistance needed to address organizational support needs and keep the office running smoothly.
- Analyze and improve organizational processes and policies and work to improve quality, productivity and efficiency.
- Maintain operational manuals and SOPs and ensure latest updates are provided to staff via current communications channels.
- Help promote a company culture that encourages top performance and high morale in alignment with the organization’s values.
- Ensure all organizational operational responsibilities are executed in a timely, efficient and professional manner.

Finance duties to include:

- Managing all aspects of Accounts Payable and Accounts Receivable in Quickbooks (including ensuring accurate program and funder allocations and execution of weekly check runs).
- Preparing financial reports (both from Quickbooks and in Excel).
- Preparing expense reports.
- Performing credit card and other reconciliations.
- Making bank deposits (online and in person, as applicable).
- Maintaining finance records.
- Supporting annual audit process.
- Ongoing maintenance of internal controls.

HR duties to include:
- Managing initial stages of recruitment including:
  - maintaining & posting up-to-date job announcements/descriptions.
  - filtering & tracking job candidates.
  - communications with candidates.
- Coordinating the on-boarding of new employees, ensuring:
  - new hire paperwork is prepared and completed.
  - employees are enrolled in all benefits, where applicable.
  - IT services are coordinated for necessary set-up.
- Assisting with the execution of payroll.
- Ensuring smooth operation and administration of employee benefits.
- Supporting Vice President with curating content & executing logistics of events amongst staff including: celebrations, staff meetings, town halls, retreats, etc.
- Maintaining all personnel organizational records.

Administrative duties to include:
- Maintaining organizational lists, calendars, manuals, and files.
- Answering general phone & email inquiries using a professional and courteous manner; direct phone inquiries to appropriate staff members.
- Maintaining supplies inventory; place and expedite orders for supplies; verify receipt of supplies.
- Providing support to staff for travel arrangements and reimbursements.
- Ordering food for all meetings and celebrations.
- Assisting the Vice President with processes and tasks related to IT.
- Communicating with office vendors and the building manager as needed.
- Scheduling meetings and conference calls.
- Preparing meeting materials.
- Performing mail and shipping activities.
- Running local errands.
- Keeping our plants alive.
- Providing project assistance and coverage on various organizational projects.
Other duties may be required within the scope of this position, as deemed relevant and necessary.

**QUALIFICATIONS**
- A minimum of 5 years of experience in an operational role
- Knowledge of not-for-profit accounting, finance, budgeting, and cost control principles in accordance with U.S. Generally Accepted Accounting Principles
- Advanced Excel skills
- Experience with Quickbooks
- Working knowledge of video-conferencing tools (specifically Zoom, GoToMeeting), project management tools (Basecamp, Slack, Asana or similar)
- Proficiency in all Microsoft Office applications
- Experience creating financial reports
- Demonstrated ability to handle multiple projects at a time, prioritize duties, and work independently while functioning as a member of a team

**COMPETENCIES**
- Resourcefulness
- Strong personal and professional judgment
- Excellent organizational and administrative skills, writing and proofreading skills, oral communication and public speaking skills
- Ability to work collaboratively with a diversity of individuals at all levels, independently and as a team
- Demonstrated commitment to equity and racial justice

**APPLICATION PROCESS**
Email resume and cover letter summarizing interests & qualifications to search@childrenspartnership.org. State “Operations Manager” in the subject line. No phone calls, please.

**SALARY & BENEFITS**
This is a full-time position with a competitive salary and a comprehensive benefits package, including 100% company paid healthcare premiums. The salary range for this position is $67,500 – $80,000.

TCP is an Equal Opportunity Employer that will not discriminate against applicants or employees based upon any characteristics that are protected by federal, state, or local laws, regulations or ordinances. In addition, the organization will consider qualified applicants with criminal histories in a manner consistent with the Los Angeles Fair Chance Initiative for Hiring.