



Job Title: Operations Manager

Reports to: Chief Finance Officer

Education Requirement: Bachelor's Degree preferred or equivalent education and experience

Experience Required: Minimum of 2 years of operations, administration, or related experience

Position is: Exempt, Full-time

Pay Range: \$75,000-\$80,000 per year, depending on experience

Job Summary:

The Operations Manager is responsible for the operational and administrative functions of the organization including information technology, facilities management, vendors, services, and purchasing. In addition, this position oversees the Community Market and warehouse, and supports the seasonal programs. This department supports the staff, volunteers, clients, community partners, and participates in the development and implementation of organization-wide policies and programs that will contribute to the organization's overall success.

Supervision/Evaluations: Food Program Facilities Supervisor

Essential Job Duties:

Operations, Facilities, and Administration (60% of time spent)

- Support and lead Food Program Facilities Supervisor and Facilities Assistants.
- Provide direction and oversight of the Program Center facilities, Santa Ana satellite office, Community Market, and warehouse.
- Administer and manage the phone system, IT/computer support, office equipment, and security for the office and staff.
- Lead and oversee organization safety and emergency plan. Monitor the safety and security of staff and visitors within the facility.
- Provide support with facility issues and maintenance. Main point of contact for vendors before and after office hours and weekends.
- Assist with construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Analyze internal processes and implement procedural or policy changes to improve operations.
- Manage external partner and vendor relationships, contracts, and purchasing orders.
- Coordinate furniture donation program to support Housing team.
- Provide operational support for the seasonal programs, including coordination of logistics and space management.
- Manage and maintain current inventory of supplies, IT equipment, etc. in partnership with Operations team.
- Provide organizational space planning and solutions for staff growth.
- Supervise Operations staff and assist with their professional development by setting goals and providing guidance to effectively meet them.

Community Market and Warehouse (30% of time spent)

- Develop and manage food program partners and relationships.
- Look for ways to grow partnerships for the Community Market and warehouse.
- Oversee food program monthly and weekly reporting in partnership with Food Program Supervisor.

Special Projects/Other Duties as Assigned (10%)

- Coordinate and host annual and regular Operations trainings for all staff, including safety training, technology trainings, alarm and office closing procedures training, and more.
- Support other teams and the organization as a whole with preparations for special events, in collaboration with the Food Program Facilities Supervisor and Facilities Assistants.
- Drives and oversees seasonal programs including logistics, operations processes and procedures.
- Collaborate with Fund Development team for drives and space planning during seasonal programs.
- Consistently analyzes process improvement, looks for ways to become more efficient, ways to cut costs for the organization, and enhance the experience for all at Families Forward.

Additional Qualifications:

- Knowledge of operations and facilities support
- Maintain valid California Driver's License and State Mandated Auto Insurance
- Working knowledge of Microsoft Office programs including Excel
- Effective problem-solving skills and time management skills
- Ability to work independently with minimal daily direction from supervisor
- Ability to work well in a team-oriented environment
- Excellent communication and interpersonal skills
- Bilingual English & Spanish preferred

Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please submit all resumes to Marissa Hall at mhall@families-forward.org. No phone calls please.