

Operations and Office Manager Job Description

First Graduate, a non-profit organization located in San Francisco, helps young people finish high school and become the first in their families to graduate from college. Through a combination of academic support and instruction, high school and college counseling, individual mentoring, and career exploration, First Graduate engages young people in a 10+ year comprehensive program designed to increase knowledge, improve skills, and build confidence.

Position Overview

The Operations Manager (OM) plays a critical role in achieving First Graduate's mission by ensuring that our staff have a safe and supportive work space, are provided with excellent HR services, and have access to needed supplies and equipment that are maintained in good working order. The OM also helps to ensure that accounting and bookkeeping processes operate smoothly, and maintains complete and organized financial and personnel files for the organization. In short, the Operations Manager helps all staff function optimally, which strengthens our ability to serve our students well.

Reporting to the Director of Employee Experience and working closely with other members of the Leadership and Accounting Teams, the OM must possess excellent communication, problem-solving, and managerial skills. The OM works well in fast-paced environments and can take the lead on overseeing multiple ongoing projects. The OM will help implement new policies, practices and procedures for the organization. The Operations Manager must handle and adapt to high-demand with ease and flexibility.

Specific Responsibilities

Office Management

- Coordinate annual D&O, Liability, Workers Compensation, General insurance renewals
- Manage facilities, equipment, communications, and technology equipment
- Coordinate staff IT needs and IT consultants
- Maintain files and records in compliance with funding requirements, archiving files
- Order supplies for central office and support ordering of supplies for programs
- Manage credit cards; credit limits, reconciliation, issuance of new cards, petty cash, etc.
- Manage agency calendar of deadlines, special events.
- Manage agency domain, including adding new users, groups, removals, and setting privileges
- Front desk duties, answering phones, greeting guests at the door, mail and package deliver distribution
- Coordinate office custodial and exterminator services
- Consultant/Contractor Management
- Memorandum of Understanding Contract Management
- Other duties as assigned

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HR Management and Operations

Provide oversight of all recruitment & hiring process

- Manage job posting, job descriptions, candidate communications, interview panels, follow-up, offer letter
- Oversight and implementation of staff onboarding process.
- DOJ Custodian of Records Registration & Administration of background checks and compliance
- Manage Staff Performance Evaluation process including supervisor evaluations
- New hire registration process, I-9, W-9, W-4, benefits, background checks, etc.
- Maintain electronic and hard copy personnel files.
- Compliance of Federal and State Labor Laws, CA, EDD, EEO, ADA, W/C, etc.
- Responsible for onboarding new employees, managing payroll and 403(b) contributions
- Serve as the main resource for staff on PTO reporting and tracking, benefits questions, payroll, and using the Insuperity platform
- Organize and maintain all personnel files, and keep them secure
- Maintain and update documentation on office policies and procedures and implement new policies as needed
- Administrative staff support regarding benefits, pay, 403 B retirement, etc.

Manage payroll and benefits

- Manage payroll to third party payroll provider, collection of timesheets, payroll processing.
- Management of vacation time, sick time, all leaves of absence, disability, W/C, etc.
- Administer employee benefits, including medical, dental and Commuter Checks.
- 403 B Retirement administration with third party full service plan.

Maintain agency policies and procedures manuals

- Policies and Procedures Manual, Supervisor's Manual, Finance Policy & Procedures Manual, Emergency & Natural Disaster Manual
- Create, implement, and maintain systems and procedures that help support a safe work environment, i.e. emergency evacuation plan, first aid supplies, earthquake kit
- Contribute to and nurture a positive, healthy, and collaborative office culture. Help develop and implement a Wellness Program for staff
- Support Board of Directors meetings by taking official notes, preparing documents in advance of the meeting, ordering food and refreshments

Financial Coordination and Accounting Support

- Process Employee Payroll, 403(b) contributions, and approved PTO requests, and create and distribute reports as needed
- Facilitate the tracking and reporting of all organizational revenues and donations and act as the main liaison to accounting staff
- Facilitate the tracking and reporting of all expenses charged to company credit cards, and ensure that monthly reports get to accounting staff in a timely manner

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- Provide support to accounting staff during preparation of First Graduate's monthly financial reports and annual tax return, as well as with preparation for First Graduate's annual audit;
- Partner with external accounting firm to develop and maintain accounting systems in accordance with GAAP
- Assist with increasing staff understanding of FG's financial policies and procedures, especially with regards to staff check and reimbursement requests
- Maintain and secure complete, up-to-date financial records for the organization, to facilitate the accountants' preparation of monthly financials, tax returns, and the annual audit
- Manage QuickBooks in coordination with accounting firm

IT Support

- Provide or arrange for IT support and track/monitor solutions
- Update and Maintain Office Internet Systems and Security Protocols
- Provide MAC, and relevant educational software, tutorials for new employee and existing staff as needed
- Troubleshoot hardware issues and implement software updates

Facilities Management

- Manages inventory, organization and procurement of office supplies
- Responsible for operating and maintaining office equipment (e.g. printers, copier, computers and accessories); arranges for repairs when necessary. Ensures that staff are trained in how to use equipment. Makes recommendations for new or additional office equipment as appropriate.
- Trains employees and assists with questions or problems related to computer hardware/software. Coordinates with outside computer vendors, consultants and contractors as needed.
- Primary contact for external vendors (Internet and telephone service, janitorial service, IT, utilities, office supplies and other equipment)
- Act as primary liaison with building management
- Serve as FGs main liaison to sublease tenant and its staff to ensure a cohesive, functioning, and positive community work space
- Supervise and manage administrative support staff and interns as needed
- Play lead role in ensuring FG staff and subtenants make good use of the office space (e.g. keeping things orderly, minimizing hazards, organize and label storage space, reserve meeting rooms properly, etc.)
- Inventory, purchase, and manage kitchen supplies, including coffee and snacks
- Receives and distributes USPS mail, other deliveries, faxes and voice messages on a daily basis

Qualifications:

- Three or more years of managerial experience

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- Three or more years of office administrative experience
- Excellent communication skills, both verbal and written
- Team oriented with strong interpersonal skills, a proactive approach to problem solving, and the ability to work both collaboratively and independently while effectively prioritizing assignments and meeting deadlines
- Excellent computer skills, including Google applications, Microsoft Office, Adobe Creative Suite, WordPress and other commonly used software/web applications;
- Experience with QuickBooks
- Ability to learn new software applications quickly
- Exceptional organizational skills, detail oriented
- Strong work ethic; highly self-motivated
- Associate's Degree in Business Administration or a related field required; Bachelor's Degree preferred
- Good sense of humor a plus!

Additional Requirements

- All employees are required to successfully pass a criminal background check via Department of Justice and FBI LiveScan fingerprinting

Compensation

- Salary range: \$55,000 - \$60,000 commensurate with demonstrated skills and experience
- Excellent benefits package, including full medical, dental, and 403(b) (employee contributions)

To Apply

Please send cover letter, resume and three references (list their names, titles, organizations, emails and phone numbers – we will only contact them after the interview) to: Terri Forman, Executive Director, tforman@firstgraduate.org. Applications will be accepted until the position has been filled. Please note that due to the large number of applications received, only candidates who are invited to the first-round interview will be contacted.

Non-Discrimination Policy

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, disability, age, or protected veteran status.

For more information about First Graduate please visit www.firstgraduate.org

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