

F¹IRST GRADUATE

JOB ANNOUNCEMENT

OPERATIONS MANAGER

Founded in 2001, First Graduate's mission is to help students become the first in their families to graduate from college ready to pursue careers that are meaningful to them. Through academic support and instruction, high school and college counseling, individualized coaching, and career exploration, First Graduate engages young people from 7th grade through their college graduation. We provide our students with the long-term support that their more well-off peers receive so that they can become competitive high school and college candidates.

Diversity Statement

First Graduate is committed to building a culturally diverse staff that reflects our student population; we strongly encourage applications from people of color and first-generation college graduates.

Position Overview

The Operations Manager (OM) plays a critical role in achieving First Graduate's mission by ensuring that our staff has a safe and supportive workspace, is provided with excellent HR services, and has access to needed supplies and equipment 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 Executive Director 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 in 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, and 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, etc.
- Manage agency domain, including adding new users, groups, removals, and setting privileges

- Coordinate office custodial and exterminator services
- Consultant/Contractor Management
- Memorandum of Understanding Contract Management
- Other duties as assigned

HR Management and Operations

- Manage job postings and job descriptions.
- Oversight and implementation of staff onboarding process.
- Work with the leadership team to update career leveling guides for staff
- 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-4, benefits, background checks, etc.
- Maintain electronic personnel files.
- Compliance with 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 Justworks platform
- 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, and payroll processing.
- Manage vacation time, sick time, all leaves of absence, disability, W/C, etc. • Administer employee benefits, including medical and dental.
- 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.
- 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

- Make sure all vendor invoices are paid in a timely manner
- Manage annual budget development process, work with leadership and other teams during budgeting process
- 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

- 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
- Work with IT consultants to develop and implement cyber security protocol and processes.

Facilities Management

- Manages inventory, organization, and procurement of office supplies
- Responsible for operating and maintaining office equipment (e.g., printers, copiers, 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
- Supervise and manage administrative intern
- 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

Minimum Qualifications

- Three or more years of managerial experience
- 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

- Employment is contingent upon clearance of a criminal background check through the FBI and CA Department of Justice as well as clearance through the National Sex Offender Public Website.
- All potential employees are required to obtain and submit the results of a current TB test.

Compensation and Benefits

- Salary range: \$68,000-\$80,000 commensurate with demonstrated skills and experience
- Excellent benefits package, including total medical, dental, and 403(b) (employee contributions)

To Apply

Please send a cover letter and resume (PDF format) via email with "Operations Manager" in the subject line to Terri Forman, Chief Executive Officer: tforman@firstgraduate.org. Please include three references and their contact information; we will only call after the interview.

**Note:* Resumes not accompanied by a cover letter will not be considered.

Non-Discrimination Policy

First Graduate is committed to cultivating and preserving a culture of inclusion and connectedness. We grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees bring is an important part of our culture. In recruiting for our team, we welcome the unique contributions that you can bring in terms of your education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran status, color, religion, disability, sexual orientation, and beliefs.

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