

# F<sup>1</sup>ST 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 Chief Executive Officer and working closely with other members of the Leadership and Accounting Teams, the OM must possess excellent communication, collaboration, problem-solving, and managerial skills, including project management, budget creation, implementation and monitoring, local, state, and national nonprofit compliance management. The OM works well in fast-paced environments and can take the lead in overseeing multiple ongoing projects. The OM will support implementing 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
- Maintain files and records in compliance with legal state and funding requirements
- Order supplies for central office and support ordering of supplies for programs
- Manage agency email domain, including adding new users, groups, removals, and setting privileges
- Coordinate office custodial and exterminator services
- Consultant/Contractor Management
- Memorandum of Understanding Contract Management
- Serve as main point of contact to vendors and vendor procurement process
- Act as primary liaison with building management
- Manage inventory, organization, and procurement of office supplies

- Manage office equipment maintenance (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.
- Supervise and manage administrative intern
- 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.
- Manage mandatory state and local required staff trainings including sexual harassment and mandated reporter trainings
- Maintain personnel files
- Compliance with Federal and State Labor Laws, CA, EDD, EEO, ADA, W/C, etc.
- Manage and lead onboarding for new employees, managing payroll and 403(b) contributions
- Serve as the main point of contact for staff on PTO reporting and tracking, benefits questions, payroll, and how to use our payroll system
- 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 organization policies and procedures manuals**

- Continuously update Policies and Procedures Manual, Employee Handbook, Finance Policy & Procedures Manual, Emergency & Natural Disaster Manual as law and procedures change
- 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 minutes, preparing documents in advance of the meeting, ordering food and refreshments

### **Financial Coordination and Accounting Support**

- Make sure vendor invoices are processed in a timely manner
- Manage credit cards; credit limits, reconciliation, issuance of new cards, etc.
- Manage annual budget development process, work collaboratively with leadership team and team leads
- Facilitate tracking and reporting of all organizational revenues and donations
- Lead as staff liaison between organization and third-party accounting firm
- Facilitate tracking and reporting of all expenses charged to company credit cards, and ensure that monthly reports get to accounting staff in a timely manner

- Support 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 third-party accounting firm to develop and maintain accounting systems in accordance with GAAP
- Lead trainings to increase 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 Online in coordination with accounting firm

### **IT Support**

- Provide or arrange for IT support and track/monitor solutions
- Coordinate office IT needs and IT consultants including but not limited to troubleshooting computers, computer software and internet connectivity
- Update and Maintain Office Internet Systems and Security Protocols
- Provide Apple, 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.

### **Minimum Qualifications**

- Three or more years of office administrative experience; non-profit industry preferred
- Three or more years of project management
- 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; Salesforce experience is a plus
- Experience with QuickBooks
- Ability to learn and adapt quickly
- Exceptional organizational skills
- Strong work ethic; highly self-motivated
- Associate's Degree in Business Administration or a related field required; Bachelor's Degree preferred
- Development experience a plus
- 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: \$70,000-\$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: [forman@firstgraduate.org](mailto:forman@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](http://firstgraduate.org)