



Cross Community Coalition Family Resource Center

JOB ANNOUNCEMENT

Job Title: Manager of Operations
Reports To: Executive Director
Position: 32 Hours/Week, Exempt
Compensation: Salary Range of \$28 to \$33,000; generous health benefits and paid time off; flexible work environment; significant social impact

The Cross Community Coalition is a community-based organization working in neighborhoods that are largely Latino including many Spanish speakers. We look for staff with a commitment to social justice and a willingness to be an advocate for communities of color, low-income people and others without a voice. Respect for the dignity and worth of every person and a commitment to nonviolent resolution of conflict is required.

Position Summary:

Working in collaboration with the Executive Director and the Deputy Director, the Manager of Operations is an integral member of the Cross Community Coalition's leadership team. This position serves the key function of developing and maintaining unified and effective operating systems for the organization, a condition central to the goals of CCC's two-year operating plan.

Essential Duties/Responsibilities:

Coordinate organization-wide data collection and outcomes-based evaluation:

- Identify organization-wide data collection method and protocols to be integrated with existing "Efforts to Outcomes" database; work with contractors and staff to implement data collection appropriate to program and grant performance measurements
- Develop reporting on program activities and outcomes for internal and external purposes, including grant reporting.

Manage Information Systems:

- Establish and maintain data, filing, and reporting systems
- Prepare and administer IT Budget and develop long-range system plans
- Provide for assistance and training of computer system users
- Resolve technical support issues with computer systems and the Web/Internet
- Design and coordinate internal and external communications, including managing the website

(continued)



Provide Management of Human Resources

- Maintain and ensure compliance with legal employment requirements and organization policies (Personnel, Bylaws, Financial, Employee Benefits, and others as needed).
- Manage human resource functions including payroll oversight, benefits, hiring, training, and policies and procedures.
- Manage purchasing and vendor relations to assure operation and financial efficiencies.
- Manage internal operations related to the phone system, IT (with contractor), and equipment to support operational and cost efficiencies.
- Support staff recruitment, selection and placement, including preparation of employment materials: applications, selection process, employment agreements, expectations, hire/no hire letters
- Volunteer recruitment, placement, and coordination
- Provide for employee team-building and training

Provide for Building and Facilities Management

- Responsible for building maintenance and capital equipment budget and oversight
- Supervise building maintenance and grounds contractors

Supervisory Duties:

- Supervise administrative staff and contractors retained to achieve operations goals.

Job Qualifications:

- Commitment to Cross Community Coalition's values
- Bachelors degree
- Knowledge of program evaluation
- Knowledge of data systems and informational technology
- 2 – 5 years experience in non-profits
- 1 – 3 years supervisory experience
- MS Office including Word, Excel, Publisher
- Strong interpersonal skills
- Ability to attend to multiple priorities
- Ability to work independently
- Knowledge of standard HR practices

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualification that may be required either now or in the future.

How to Apply

Deadline for applications is 5:00 pm on Wednesday, March 24th.

Submit (in one combined document) a cover letter with salary expectations and resumé to cccoperations1@gmail.com. First round of interviews will be held the week of April 5th. No phone calls, please—for additional information about the Cross Community Coalition, see our website at www.cccfrc.org.

Cross Community Coalition is an equal opportunity employer.