**Laramie Interfaith**

**Job Description**

*Title:* Operations Manager

*Classification:* Exempt  
*Salary Range:* $45,000-$50,000/year  
*Remote Work:* N/A

*General Objective:*

Working under the direction of the Executive Director, the Operations Manager facilitates the effective and efficient operations of the agency. Working closely with the Executive Director, this position oversees and is responsible for the efficient internal operations of the agency, including the food pantry, client services support needs, facilities, volunteers, and grants. Supervises and supports the staff and volunteers in operations to ensure they have the resources they need. Serves as the primary point of contact for operational issues.  
Successful applicant will have practical knowledge of how small non-profits work, including agility with assignments, flexibility, desire to serve, and ability or willingness to learn fundraising.

*Primary Job responsibilities:*

*Operations Management:*

* Develops and maintains concurrent databases as required by funding sources (external) and internal databases for donor development and management, including providing management reports, annual and quarterly reviews, and ensuring data accuracy.
* Manages and develops all media content including but not limited to press releases, website content, email marketing messages, and social media.
* Serves as the main media contact and public information contact.
* Manages all contract work provide through third-parties,
* In collaboration with Executive Director and Bookkeeper, reviews and approves procurements and sourcing selections for operational needs.
* Reviews and recommends changes to policies and procedures as needed.
* In collaboration with Executive Director, sets performance targets and reviews annual data to identify needs and areas of improvement, including but not limited to donation campaign targets, program metrics, and deficiencies in operational policies.
* Serves as the primary point of contact with contractors, skilled trades personnel, and maintenance personnel when repairs are needed. Coordinates with the Executive Director to request estimates and quotes when necessary and to request approval for spending funds for maintenance of the building, vehicles, or other required services.
* Reviews and trains staff on safety protocols, including food safety and building safety.
* Manages information technology systems and reviews and recommends changes based on current needs.
* Protects the privacy and confidentiality of clients through IT best practices, IT trainings with staff, and regular monitoring of policies and procedures with best practices.
* Assist staff with regular IT needs, trainings, and requests for support.

*Grant Monitoring and Reporting*

* Works closely with the Executive Director to gather the necessary data for grant applications. Develops thorough understanding of the eligibility, documentation, and reporting requirements.
* Assists the Executive Director with developing the grant-funded portions of the agency’s budget. Monitors the use of grant funds for compliance with the guidelines established by the granting agencies. Tracks the appropriate categories for reporting and makes sure they are accurate.
* Provides training in the proper categories and codes for accurate grant reporting
* Regularly monitors spending of grant funds in Client Services. Recommends adjustments to weekly budget parameters when necessary.
* Collaborates with granting agencies to ensure compliance with reporting requirements, necessary documentation, deadlines, and related matters.
* Establishes and maintains relationships with the representatives of each granting agency

*Volunteer Coordination*

* Working with the Food Pantry Manager, assists with supervision, training, and onboarding of volunteers (including AmeriCorp)
* Collaborates with the appropriate staff members to communicate with volunteers
* Oversees the reporting and tracking of volunteer hours

Performs other duties as assigned by the Executive Director.

*Supervision:* This position may, at the discretion of the Executive Director, include the direct supervision of staffed AmeriCorp positions, UW graduate positions, or others as appropriate.

*Competencies:*

* Collaboration and relationship building abilities
* Familiarity with cloud-based CRMs and donation management software
* Working knowledge of non-profits and impact-driven missions
* Strong organizational and leadership skills
* Grant management
* Attention to details and deadlines
* Adaptability and flexibility
* Goal-oriented
* Excellent communication and interpersonal skills
* Familiarity with fiscal rules, including federal spending rules, and GAAP

*Minimum Qualifications*

Bachelor’s degree and two years of experience with grant reporting, volunteer development and coordination, office management, database (CRM) management, and facility management (or equivalent combination of education and experience) plus demonstrated ability to maintain accurate records, prepare reports, meet deadlines, and manage multiple programs.

*Preferred Qualification*

Bachelor’s degree or higher in business, public administration, or related fields. Three to five years of program management including grant management, accounting experience, grant reporting, federal grant experience plus a demonstrated ability to seek and receive funding through various public and private means. Marketing experience highly desired.