



CPA Operations Manager

Job Description

The **Operations Manager** will manage cost-effective systems and ensure efficient delivery of financial & administrative services to enable our consistent operation as a high performance organization. The Operations Manager will meet regularly with Partners to track progress across the organization and identify opportunities for coordination and synergy and report weekly to the Managing Partner on the same. The Operations Manager will act initially as the primary liaison with the Tides Center on the infrastructure services it provides. After assisting with the planned spin-off from the Tides Center, the Operations Manager will directly supervise the contractors and service providers that support all aspects of financial and administrative management.

Major Responsibilities

1. Responsible for **financial, operations, and human resource** areas, including responsibility for managing and directing all activities and for meeting planned deliverables within those areas.
2. Plan, manage & coordinate organizational operations such as work planning, program evaluation, contract management, budget management, etc.
3. Plan, manage & coordinate financial services, working with the bookkeeper (to be hired) & auditor
4. Plan, manage & coordinate administrative services, including human resource management.
5. Provide project management support to the Development & Outreach Director for fund development and communications activities.
6. Provide support to the partners for staff & board development, strategic planning and annual program planning.
7. Supervise administrative staff, as appropriate.

OPERATIONS MANAGEMENT

- Develop and implement an annual operations plan and budget to meet priority objectives
- Develop and Administer Human Resources oversight including employee compensation, benefits administration, regulatory and legal compliance
- Coordinate and manage all aspects of organizational operations
- Assess needs and set priorities for improving organizational systems
- Develop and manage contracts with vendors
- Provide management oversight of designated staff and contractors
- Implement and administer orientation process for staff, contractors
- Oversee risk management and legal activities: letters of agreement, contracts, leases and other legal documents and agreements

- Responsible for business insurance
- Work with Managing Partner to find suitable Boston based home office

The above duties apply, but are not limited to, the following areas of operation:

Internal Communications. Manage tools, meeting techniques and scheduling to optimize internal communications and information access, flow, and sharing.

Technology. Assess and develop online support tools to meet objectives while maintaining productivity and quality in a virtual environment

Human Resources. Develop and manage employee benefits and personnel systems, including support for performance reviews, staff development plans, and labor law compliance.

Annual Planning. Lead annual organizational program and budget planning process, ensuring quality templates and tools and a well defined process and timeline.

Work Planning. Support consistent work planning across the organization on quarterly or semi-annual basis to identify specific objectives and necessary tasks and resources.

Legal Compliance. Ensure that the organization is in compliance with all applicable laws related to nonprofit organizations and employers.

Evaluation. Assist in constant tracking of progress against specific measurable achievable realistic and timely (SMART) objectives and periodic evaluation of results.

Supplies. Maintain adequate inventory and distribution of office supplies, stationery and other organizational supplies – once home office is established in Boston.

Contacts. Develop procedures and coordinate data entry for accuracy, quality and utility.

FINANCIAL MANAGEMENT

- Act as the liaison with the Tides Center during the transition, regularly reviewing and reconciling financial statements and complying with all financial requirements
- Help develop, maintain and ensure compliance with financial control procedures
- Act as primary liaison with the bookkeeper and auditor (to be hired), following spinoff from Tides Center
- Open, review, and process invoices, approve them, and submit to bookkeeper for payment
- Secure signatures on checks received from bookkeeper and transmit for payment
- Process employee expense reimbursement requests
- Process employee credit card expense reports
- Maintain vendor files, contracts and service agreements
- Receive and review monthly financial statements from bookkeeper, and check cash disbursement against general ledger account
- Review monthly financial statements and cash flow projections with Managing Partner
- Process donations, grants and other monies received, copying and coding checks

- Fill out deposit slips and deposit checks received
- Maintain all necessary financial records
- Ensure that spending is within budget, approve expenditures in lieu of the Managing Partner as appropriate.
- Monitor organizational cash flow and ensure appropriate cash reserves for the organization.
- Lead the annual budget planning process.
- Manage annual budget, inclusive of an annual and quarterly financial report to the Partners.
- Develop and implement all business policies and accounting practices.
- Provide leadership for risk assessment /management for all CPA properties and organizational elements.
- Manage accountability and all reporting requirements for CPA Programs (financial, program results, tax, general reporting).
- Ensure an annual accounting review.
- Identify and address any risk areas to CPA Programs and operations.

ADMINISTRATIVE SERVICES

- Assess administrative needs on an annual basis and develop a plan and proposed budget and implement to meet priority needs.
- Supervise designed support staff to meet priority needs.
- Coordinate production of high priority printing & distribution of materials
- Provide project management support to the Development & Outreach Director on developing the annual fund development plan and ensuring that goals and objectives are met
- Develop and maintain organizational systems in support of fund development, including planning, tracking, and reporting, in consultation with the Development & Outreach Director
- In partnership with the Development & Outreach Director, ensure that staff are held accountable to meeting fund development goals and assignments
- Track and report on progress of the fund development program throughout the year
- Provide grant budgets and financial reports for grant proposals as needed.
- Coordinate Partners meeting schedule and discussion topics, and ensure that related tasks and decisions are carried out and communicated appropriately to staff and Board
- Help us improve and facilitate regular staff meetings by phone and in-person to ensure communication, coordination, and team-building across the organization
- Meet regularly with Partners to identify opportunities for coordination and synergy across the organization
- Develop and maintain a tracking system to identify key organizational objectives and describe progress toward meeting them, including gathering, synthesizing, interpreting, and evaluating data for the Partners and staff.
- Assist the Partners in strategic planning and annual program planning process
- Assist the Partners in training and development for staff and Board
- Assist the Partners in other organizational development activities
- Oversee the CPA information technology tools including standard operating procedures, data base development and maintenance, etc.
- Ensure the appropriate technology systems are in place to support the Marketing and Communication Strategy.
- Be fluent with Microsoft office programs and Google sites

Reporting and Authority

The Operations Manager reports to the Managing Partner and coordinates closely with other staff. The Operations Manager has delegated authority to implement approved plans and make implementation decisions related to operations, systems management, financial administration, administrative services. The Operations Manager will consult with the Managing Partner before making major decisions that vary from approved plans or that significantly affect program management or resource allocations. The Operations Manager will analyze options and make recommendations for decision by the Partners on major policy questions and proposed goals, plans and budgets within their areas of responsibility.

Qualifications

At least five years high level experience in nonprofit administration. Minimum Bachelors degree. Strong organizational, communications, computer, problem solving and analytical skills. Highly self motivated and directed and able to work in a virtual organization. Excellent attention to details and follow through. Strong project management skills. Proven commitment to progressive values and social change with knowledge of environmental public health issues and solutions strongly preferred. Based in Boston area.

Comparable salary and excellent benefits offered.