



**Position:** Operations Manager

**Supervisor:** Executive Director

**Job Summary:** The Operations Manager, is a full-time position that provides oversight and management of financial, personnel and facility operations. Completes daily, monthly and annual fiscal functions: including processing, reporting and payroll tasks. Provides support to the Leadership Team for required personnel documentation and procedural tasks.

**Essential Duties:**

Provides oversight and management of financial, clerical and facility maintenance functions. Participates in the Leadership Team as needed.

Provides direct supervision of the facility maintenance volunteers and staff.

Completes all required recordkeeping for personnel functions.

Completes daily accounting/fiscal functions. Responsible for all accounts payable, cash deposits, and bank account management.

Records all financial transactions timely and accurately in designated computer software. Completes all General Ledger entries.

Completes and records all monthly and annual reconciliation procedures in a timely and accurate manner.

Completes all scheduled or requested fiscal or operational reports in a timely manner.

Prepares fiscal, statistical, grant, and budget reports as scheduled. Reviews reports for accuracy, identifies budget discrepancies and submits reports and analysis to the Executive Director and Board Treasurer for further review.

Responsible for biweekly payroll and all liability procedures. Assures that required personnel information is completed and filed.

Prepare requested and/or required materials for the annual audit process; respond promptly to requests from the auditing firm.

Assist Executive Director with financial activities and annual budget preparation including preparation of required documentation, investigating contract options and

regulations, development of statistical reports, and other tasks as assigned.

Provide financial support and assistance to fundraising events.  
Identify and manage contracts to meet identified facility and service needs as well as budget considerations.

Oversees maintenance of shelter building, grounds and vehicle to maintain a safe, sanitary, and healthy environment that meets all codes.

Identifies and responds to ongoing and emergency maintenance/janitorial issues.

Directs the work of janitorial, maintenance and facility staff and volunteers based on facility plans.

Ensure agency technological equipment, computer network and other office equipment is maintained.

Maintains the confidential nature of client and business information.

**Knowledge, Skills, and Abilities:**

Knowledge of non-profit accounting functions and processes.

Knowledge of Microsoft Office, Google, and Quickbooks.

Knowledge of organization mission, philosophy and values.

Ability to accurately complete daily accounting functions and record in identified accounting software in a timely manner.

Ability to prepare informative, accurate reports that communicate financial position to Executive Director, Board Members, and funders.

Ability to communicate effectively both orally and in writing.

Ability to plan and organize work and make effective use of time to meet deadlines.

Ability to establish and maintain cooperative, positive working relationships with staff and the public.

Ability to work the required hours of the position.

**Minimal Qualifications:**

Bachelor Degree in accounting or business field or equivalent accounting and supervision related experience.

Valid Wisconsin driver's license.

Completion of criminal background check.

**Typical Physical and Mental Demands:**

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment.

Requires hearing within normal range and vision correctable to 20/20 to read communications, reports, and computer terminals.

Must be able to analyze many variables and choose the most efficient and effective course of action.

Must be able to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans.

Must be able to handle novel and diverse work problems on a daily basis.

Must be able to communicate and provide verbal feedback in a professional manner.

Must be able to analyze causes of interpersonal conflicts and resolve complex communications issues.

Must be able to resolve problems, handle conflict, and make effective decisions independently.

*This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.*