COMMUNITY AGROECOLOGY NETWORK
RED DE AGROECOLOGIA COMUNITARIA

Empowering families to build thriving, local food systems

Community Agroecology Network (CAN)
OPERATIONS MANAGER

Title: Operations Manager
Reports to: Executive Director
FLSA Status: Exempt/Full time; Hybrid work environment
Directly Leads: Volunteers as needed
Compensation: $65,000-$70,000/yr, strong vacation & benefits package (medical, dental, vision, retirement savings plan, and life insurance plan)
Budgetary Line Responsibility: Communicates budget observations/recommendations, authority to purchase office equipment and supplies

SUMMARY

The Operations Manager ensures that CAN's infrastructure and systems effectively support staff and partners both programmatically and in relation to the organization's fund development efforts. Under the direction and supervision of the Executive Director, the Operations Manager provides planning and ongoing implementation of the organization's operational systems as detailed in this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES
OPERATIONS MANAGEMENT

- Supervise purchasing and ordering system. Approves all office supplies and furniture, equipment, and computer purchases. Ensures that all expenditures are cost effective and are within CAN's budget, including computer supplies, postal services, and equipment rental agreements, etc.
- Maintains office workflow by identifying systems that support CAN as a whole (e.g. designing filing systems, mailing system, information sharing, technology, etc.).
- Provides historical reference by defining procedures for retention and disposal of office records.
- Maintains organizational efficiency by planning and implementing office systems, and equipment procurements for CAN.

- Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making adjustments, as necessary. Office procedures to be developed with the assistance and directives of the Executive Director and staff.
- Primary contact for general CAN business, accounting services, liability insurance, and workers' compensation.
- Responsible for on-site administrative office security including staff/public access to administrative/financial information.
- Recruits volunteers to support office operations as needed. Provides training and ongoing support to volunteers.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, etc.
- Ongoing assessment of CAN's operational systems.
- Coordination of and participation of weekly staff meetings. Responsible for notifying staff of any changes in procedures and office systems.
- Schedule use and maintenance of office space for university partners, students, and staff.
- Responsible for managing various organizational processes as the need arises.

ADMINISTRATION AND PROGRAM SUPPORT

- Coordinates travel, lodging, and meals for CAN staff and partner organizations, as needed.
- Works collaboratively and coordinates the efforts of multiple stakeholders including program staff and external consultants.
- Works with staff and bookkeeper to process donations, deposits, invoices, bills, and bank transfers.
- Responsible for opening, prioritizing, and directing administrative mail
- Manage and maintain CAN general calendar for major organizational activities; keeps schedules relating to internal meetings, and coordinates appointments with Executive Director
- Keeps the Executive Director informed of incoming email/phone messages and mail on a daily basis. Analyzes messages and informs ED of required action.
- Weekly debriefing with the Executive Director and timely reminders to ensure pending projects are dealt with on a timely basis and assist in their completion.
- Assist ED with correspondence (e.g. makes phone calls, responds to emails, types letters, and files paperwork).
- Check-in with ED at a specified time in the beginning and end of the day.

- Sets appointments for ED and gathers materials for meetings.
- Maintains a database with key contact information.
- Coordination and delivery of AgroEco Program products on a monthly basis

HUMAN RESOURCES SUPPORT

- Designs orientation for new employees, sets up new employees on benefit programs, designs relevant forms and develops information for new hires.
- Conducts orientation of new hires to policies and procedures.
- Collects employee timesheets and communicates hours to the bookkeeper.
- Writes and distributes memos and informational materials to staff regarding benefits, administrative/employee files, and required documents.
- Primary contact for Worker's Compensation Insurance claims and processing medical and other employee benefits programs.

FUNDRAISING SUPPORT

Under the supervision of the Development and Communications Director, the Operations Manager is responsible for:

- Donor database management.
- Supports fundraising events/activities.
- Tracks donations received and thanks all donors (including in-kind donations).
- Maintains a calendar for grant application and program report deadlines.

BOARD OF DIRECTORS MEETING SUPPORT

- In conversation with the Executive Director, prepare Board packets (e.g. agenda, attachments, and minutes). Distributes Board packets.
- Records minutes of board conference calls; takes action on follow-up steps.
- Maintains Board documents (e.g. Board roster) and archives Board and corporate documents.

TECHNOLOGY

- Analyzes technology needs and coordinates implementation of equipment policies and use.

- Troubleshoots technology problems, trains staff on equipment use, and acts as primary contact for technology.

OTHER DUTIES AS NEEDED

QUALIFICATIONS
Education and Experience
3-5 years of administrative and operations management experience, preferably at a nonprofit organization. Demonstrated commitment to social justice, racial, gender, and class equity. Willingness to learn how social justice and food systems change is practiced by and with partners in CAN's network. The following are also required:

- An advanced degree such as a B.A., training, or certification.
- At least 5 years of experience in operations management in a demanding fast-paced office environment.
- Familiarity and comfort with technology.
- Knowledge of office procedures and systems.
- **Proven leadership and ability to work independently**, manage multiple projects and timelines.
- Able to maintain confidentiality.
- Demonstrated respect of, and ability to work with, all people regardless of race, ethnicity, gender, socioeconomic background, culture, religion, sexual orientation, gender identity and disability.

Language Skills: Excellent English communication and writing skills. Spanish language skills are strongly preferred.

Operations

- Excellent organizational skills
- Ability to successfully manage several ongoing projects simultaneously.
- Ability to complete projects on a timely basis
- Ability to work independently and to organize systems and processes in an efficient manner and to teach/train staff to work in those systems for greater organizational efficiency.
- Ability to analyze work products, prioritize and multitask.

Technology

- Proficiency in Microsoft Word, Excel, computer calendar programs (Microsoft Outlook), Google Suite, and QuickBooks.
- Ability to troubleshoot technology problems for staff.

PHYSICAL REQUIREMENTS: Must be in good physical condition, able to lift 30-50 lb weights for file storage, receiving orders, AgroEco coffee delivery, etc. Good stamina required to perform in a fast-paced environment.

WORK ENVIRONMENT: The office environment is busy, with many ongoing projects and requests.

HOW TO APPLY:

Please send a cover letter, resume, and three references (including name, affiliation, email, phone number and your relationship) to rose@canunite.org. Applications will be reviewed as received. In the cover letter, please include:

- Examples of your qualifications/experiences.
- Explain what excites you about this position and about working with CAN.

We are an equal opportunity employer that does not discriminate on the basis of race, color, religion or belief, disability, gender, nationality, ethnicity, sex (including pregnancy, childbirth, or related medical conditions), gender identity or expression, sexual orientation or any other status protected by law. People of color, women, and LGBTQ candidates are strongly encouraged to apply.