



Centro de Trabajadores Unidos: United Workers' Center

9807 S. Ewing Avenue, Chicago, IL 60617

773-720-7111

<http://www.centrodetrabajadoresunidos.org>

OPERATIONS MANAGER JOB DESCRIPTION

TYPE

Full-time, salaried with Blue Cross Blue Shield of Illinois health insurance; workers' compensation insurance; and generous benefits including paid vacation and paid sick leave. This position has a 3-month probation period. A commitment of at least 2 years is desired. Salary range for this position is \$55,000 - \$65,000 and is negotiable based upon experience.

POSITION DESCRIPTION

The Operations Manager ensures that CTU's internal systems, infrastructure, and organizational processes are strong, secure, and aligned with our mission. This role is responsible for supporting staff, strengthening systems, ensuring data security, and improving day-to-day operations so that organizers, member leaders, and programs can thrive.

This is a highly collaborative role suited for someone who is detail-oriented, systems-driven, proactive, and committed to supporting movement work behind the scenes. This position reports to the Executive Director.

RESPONSIBILITIES

Operations & Administration

- Manage and improve organizational systems, policies, and procedures to ensure efficient and equitable operations.
- Oversee office management, purchasing, and vendor relations.
- Track and manage organizational and program budgets in coordination with the Deputy Director.
- Lead bookkeeping tasks, process invoices, and prepare internal financial reports.
- Maintain accurate records for grants, contracts, reimbursements, and expense allocations.
- Oversee IT systems, data management, and office technology.

Human Resources

- Administer payroll, benefits, and timesheets for all employees.
- Maintain up-to-date and confidential employee records.
- Coordinate onboarding and offboarding.
- Manage benefits administration
- Support performance reviews, professional development, and HR compliance.
- Ensure alignment with labor laws, HR policies, and organizational equity standards.

Compliance & Reporting

- Ensure compliance with employment, fiscal, and grant regulations.
- Support annual audits, insurance renewals, and organizational reporting requirements.
- Maintain W-9s, contractor agreements, and compliance documentation.
- Coordinate with the Executive Director to ensure accurate filings and organizational transparency.

Organizational Culture & Internal Communication

- Support consistent internal communication between staff and leadership.
- Plan team meetings, retreats, and staff appreciation events.
- Foster a positive, inclusive, and accountable organizational culture aligned with CTU's mission and values.
- Supervise administrative staff and support interns as needed.

Support for Development & Programs

- Prepare documentation and materials for grant reports and fundraising.
- Coordinate logistics for program and campaign events.
- Track data for membership, participation, and impact reporting.
- Collaborate with program staff to align operations with campaign goals.

PREFERRED QUALIFICATIONS

- 3+ years of experience in nonprofit operations, human resources, or administration.
- Knowledge of HR best practices, employment laws, and fiscal management.
- Experience with financial systems, payroll, and/or bookkeeping.
- Excellent attention to detail, organization, and follow-through.
- Strong written and verbal communication skills.
- Ability to manage multiple priorities and meet deadlines.
- Commitment to social, economic, and racial justice.
- Proficiency with Microsoft Office, Google Workspace, and data systems.
- Spanish proficiency strongly preferred.
- Must have a driver's license and reliable and consistent access to a car.
- Willingness to work flexible hours as needed.

HOW TO APPLY

Applications will be reviewed on a rolling basis. To apply, please send a cover letter and resume to aguajardo@ctu-iwp.org. Email subject line should read: "Operations Manager Application: Applicant's Name".

ORGANIZATION SUMMARY

Centro de Trabajadores Unidos: United Workers' Center (CTU) unites immigrant, Black, and Latino communities on Chicago's Southeast Side and south suburbs in the struggle to end racial, economic, and gender injustice. We challenge the roots of inequality — from exploitation in the workplace to disinvestment in our neighborhoods — and build collective power to transform our communities from the ground up.

Centro de Trabajadores Unidos (CTU) is an equal opportunity employer. CTU believes that all people are entitled to equal employment opportunities and does not discriminate on the basis of race, color, ethnicity, gender identity & presentation, religion, age, national origin, citizenship, physical or mental ability, sexual orientation or parental status.