

# OPERATIONS MANAGER

## JOB DESCRIPTION



**Part of the Solution**  
Feeding Our Neighbors. Nourishing Our Community.

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### About POTS

Part of the Solution (POTS meets people where they are at - helping low-income individuals and families move from crisis to stability and, ultimately, self-sufficiency. POTS helps more than 30,000 people annually. Current services include the Community Dining Room; Emergency Food Pantry; shower and mail facilities; barbershop; case management; Legal Clinic; workforce development and an intensive case management/ mentoring program for a select group of families. POTS also holds a variety of seasonal distributions for items such as back-to-school supplies, Thanksgiving turkeys and holiday gifts, and is host to a medical and dental clinic.

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### About the position

The Operations Manager is responsible for performing multiple administrative functions. The Operations Manager will coordinate such activities as central administrative processes including facility management, telecommunications, general maintenance/repairs, inspections, central services, internal mailroom operations, central filing, document generation, printing, maintaining office supplies, general purchasing requests and general office duties. The Operations Manager will oversee larger renovation and administrative improvement projects and from time-to-time may perform various HR related tasks.

### Contribution to Mission

Reporting to the Director of Finance and Operations, the Operations Manager is expected to support organization-wide initiatives, infrastructure, and processes that will strengthen POTS's operational capacity and productivity. This includes: i) facility and office management, ii) coordination of information technology software and hard ware with the IT provider, iii) vendor relations, iv) risk management, v) support of the human resources function, vi) project management and vii) petty cash administration. The Operations Manager also supervises and manages janitorial staff. The Operations Manager must perform all his/her duties with the goal of insuring POTS's Core Values (Community, Respect, Hospitality, Empowerment, and Justice) are upheld in the delivery of services.

### Responsibilities

#### Facilities and Office Management – 50%

**Objective: Support safe and cost-effective usage and maintenance of the organization's facilities and supplies.**

- Ensure upkeep and maintenance of POTS equipment and facilities, and serve as liaison with third party contractors for scheduled support and repairs. Equipment includes both office equipment (Telephones, copiers, computers, fax, postal meter, etc) as well as program equipment (for example, community kitchen and food pantry).
- Develop policies/procedures and supervise all staff activities and outside contractors relating to facility security, maintenance, cleaning and repairs.
- Serve as primary contact for building security in emergencies.
- Supervise and evaluate all maintenance staff including developing annual performance plans, quarterly schedules and daily checklists and conducting regular performance appraisals.
- Procure, monitor and manage all facilities and equipment contracts, leases and other agreements relating to safety, security and orderly operation of agency.
- Manage scheduling of use of facilities, conference rooms, etc.
- Manage facility access for staff and other authorized users, including managing access keys and staff identification cards.
- Maintain office supply inventory

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- Coordinate with appropriate program staff all deliveries and shipping, including maintaining mail reception systems for staff.

### **Information Technology – 15%**

**Objective: *Ensure employees have the technology resources, services, and workflows needed to function effectively and productively***

- Oversee computer and telecommunications services for POTS.
- Work with Director of Finance and Operations to serve as the primary liaisons with IT consultants and outside services.
- Maintain and update inventory of computer, telephone and office equipment.
- Maintain log of passwords for relevant IT systems
- Oversee and monitor the development of a strategic IT plan to support the long-term plans of the organization.
- Work with Director of Finance and Operations to identify technology equipment, services, and workflow needs and areas for improvement.
- Work with IT firm and volunteer organizations to provide IT training.
- Maintain IT security policies in conjunction with the IT consultant.
- Participate in evaluation and selection of vendors.

### **Project Management support – 10%**

**Objective: *Improve staff workflow by identifying challenges, creating, and managing processes to find and implement cost effective and creative solutions.***

- With Director of Finance and Operations, identify areas of concern for staff or for organizational risk management.
- Consider a wide range of creative options for solutions. Determine costs and benefits and make an informed decision on the best path.
- Communicate with stakeholders to understand impacts.
- With Director of Finance and Operations, prioritize special projects and determine which to implement and when.
- During the budgeting process annually, provide opinion on projects to be pursued in the coming year.
- When funding is available, oversee renovation projects on POTS facility.

### **Vendor relations – 10%**

**Objective: *Support effective communication with, relationship of and service provided by third party vendors***

- Serve as primary liaison with appropriate third party vendors.
- Work with Director of Finance and Operations and Program Managers on vendor relations as necessary.
- In conjunction with Finance and Data Manager, manage vendor files.
- Initiate bid process for prospective vendors.

### **Insurance and Risk Management – 10%**

**Objective: *Support effective administration of organization-wide insurance and employee benefits***

- Oversight of POTS Emergency Team and development and implementation (with others) of security policy
- Maintain relations and contact with insurance brokers to attain the appropriate insurance documentation and certificates.

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- Ensure third parties that require additional insured certificates or similar certifications receive the necessary coverage by POTS.
- Coordinate with insurance broker on any potential claims.
- Work with the Finance and HR Manager for any Workers' Compensation, paid family leave or disability claims.
- Provide support to new employees, keys, access to email and supplies, etc.

### **Petty Cash Administration – 5%**

**Objective: Properly administer Petty Cash disbursements for the small spending needs of the agency**

- Administer Petty Cash disbursements.
- Ensure security of unexpended cash funds.
- Maintain appropriate and complete records on the use of Petty Cash.

### **Required Skills:**

- Bachelor's degree and minimum of 3 years of experience or degree replaced by substantial directly relevant experience.
- Proactive in addressing internal administrative needs.
- Experience organizing time and managing diverse activities to meet deadlines.
- Experience performing one or more administrative processes.
- Experience in business writing, editing, and proofreading.
- Experience working and communicating with a wide range of people.
- Ability to analyze information for the purpose of preparing reports, coordinating activities, and solving problems.

### **Preferred Skills:**

- Office management experience.
- IT systems oversight experience.
- Building maintenance experience.
- Ability to apply research skills.
- Database skills, including managing and tracking data, and producing reports.
- Excellent "customer service" skills and focus.
- Strong organizational skills, attention to detail and the ability to multi-task.
- Spanish language skills

**To Apply:** Please send a cover letter and resume to [employment@potsbronx.org](mailto:employment@potsbronx.org) with the subject "Operations Manager." The cover letter must include a description of the applicant's qualifications, Spanish language ability and salary requirements.

*POTS is an Equal Opportunity Employer. POTS encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, age, national origin, marital status, citizenship, disability, and veteran status.*