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## JOB DESCRIPTION

**TITLE:** Operations Manager

**OBJECTIVE:** To serve Heart & Hand Ministries by implementing and managing all operational duties related to the organization, its programs, property and events.

**SCOPE:** This position is located within the Administrative department of the organization.

**CLASSIFICATION:** This position is classified as exempt

### DUTIES AND RESPONSIBILITIES:

- Operate in leadership capacity as the point person for logistical needs for all programs, current and in-development.
- Work closely with Executive Director to respond to operational logistics for programs and the organization as they arise as well as support the growth of emerging programs
- Oversee property management duties for all H&H facilities including vendor relations for systems repairs (HVAC, electrical, plumbing, etc.) and capacity to make minor repairs (batteries, light fixtures, large trash removal etc.)
- Work with ED and staff to streamline volunteer development role
- Handle all contracts and relationship with vendors to maintain facilities
- Manage all IT needs for HNH as primary contact for IT vendor, conduct light troubleshooting for computers, printers, etc.
- Work with vendor to update website as well as keep letterhead & logos up to date
- Handle systems for keys, cameras, inventory
- Work with ED to make sure Job Descriptions stay current and up to date.
- Be point person for property management vendors
- Oversee vehicles and maintain in good working order and current on paperwork
- Provide support and leadership for “all hands on deck” events
- Develop and update HNH tech property inventory in spreadsheet
- Oversee group service projects
- Perform other reasonably related duties as necessary to support operational needs for the organization.



**QUALIFICATIONS:**

- Bachelor's degree or Trade School graduate
- 2-3 years' experience in non-profit operations management preferred
- High capacity and ability to balance immediate and short-term assignments well
- Strong Organizational and Computer software skills Required
- Strong verbal and written communication skills
- High level of motivation, desire for excellence and personal integrity  
Commitment to the mission and values of HNH
- Solid understanding of Google Workspace, Microsoft Suite, and other applications

**SCHEDULE:**

Basic 9am-5pm schedule

Must be available for occasional weeknight and weekend events

**HOURS/COMPENSATION:**

- Full time, exempt position
- \$40,000–\$50,000 beginning salary based on experience

**RELATIONSHIPS:**

- Reports to: Executive Director, Samuel Newby
- Works with: Administrative staff, All Programs

