

Operations Manager

Reports to:	Chief Operating Officer	Department:	Operations/Admin
Classification:	Exempt – Non-Emergency		
Date:	4/16/2026	Approved:	Executive Director

JOB SUMMARY:

The Operations Manager (OM) is responsible for writing and coordinating submission of government contracts, local and national certifications, and licenses with state and federal agencies. Specifically, this staff member is responsible for completing applications for government funding and submitting timely and accurate reports for all government funded projects. The OM will supervise the Facilities Manager and oversee all facilities operations. Additionally, the OM will oversee Food Pantry operations and supervise paid and unpaid volunteers for the Food Pantry.

ESSENTIAL FUNCTIONS:

1. Responsible for conducting the full range of activities required to prepare, submit, manage, and report on government contracts and certification applications, including national accreditation certification. Develop and maintain tracking system for all of these program licenses and certifications.
2. Work with program and finance staff to gather information necessary to prepare, submit and report on contracts and grants to government funders and serve as the project manager for these opportunities.
3. Comply with all contracts and grant reporting as required by government funders.
4. Responsible for all organizational licenses and certifications, including, but not limited to, certificates of occupancy, business licenses, tax-related tasks and fire and sprinkler inspections.
5. Oversight of Facilities Department
 - a. Hire, train and supervise Facilities Manager.
 - b. Manage the work order system and communicate with team to ensure all jobs are completed in a satisfactory and timely manner.
6. Oversight of Food Pantry
 - a. Responsible for ordering, oversight and management of supplies.
 - b. Hire, train and supervise volunteers and manage volunteer stipend program.
 - c. Work with Director of Development & Marketing on grant applications and reporting for Food Pantry.
7. Fully cooperates with the organization's compliance and quality improvement program.
8. Performs additional related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong written communication skills.
- Strong editing skills.
- Attention to detail.
- Ability to meet deadlines.
- Strong project management skills.
- Experience with government contracts, certifications and proposals.
- Able to climb flight of stairs and lift up to 25 lbs.
- Able to sit and look at a computer screen for long periods of time.

JOB QUALIFICATIONS:

- Bachelor's Degree required or 4 years of related management experience, preference for degree in Business Administration or business-related field.
- Experience working in deadline-driven environments.
- Experience with project management.
- Experience with proposal writing preferred.
- Able to work well in a team environment, handle multiple assignments and meet deadlines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically:

- spends time sitting, standing, climbing stairs, walking, driving, carrying (20 lbs), and lifting (20 lbs).
- operates a computer keyboard.
- employs firm/strong grasping, and repetitive hand control.
- is able to complete all forms in personal writing.
- makes and receives telephone calls.
- uses general office equipment, copier, scanner, fax machine.
- is subjected to outside environmental conditions.

This job description has been approved by all levels of management:

HR or Manager designee: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____