

Serve City

Business Operations Manager

Job Description

Title: Business Operations Manager

Department(s): Administration

Reports to: Executive Director



The role of the Business Operations Manager at Serve City is to give leadership, oversight and direction to the business operations of the agency with specific focus on bookkeeping, grant management and development, compliance and donor/volunteer management. Working closely with the Executive Director, the Business Operations Manager will maximize the agency's capacity to serve our neighbors by building and maintaining systems that allow Serve City to operate, communicate and stay in compliance with local and state funding agencies. The role of the Business Operations Manager includes but is not limited to the following:

Job summary

- Oversee all current Grants for compliance, reporting and reapplication. Work with the Executive Director and Residential Director to maintain careful compliance and reporting.
- Work with the Executive Director to research and generate other areas of funding for the agency including but not limited to donations, grants, annual campaigns, fundraising events, business and corporate sponsorships, endowments and planned giving/legacy gifts.
- Work with the Residential Director to manage revenue generated income including rent and any other revenue generated income from agency activity.
- Work with our accounting firm and Finance Team to build and maintain compliance to budgets and spending.
- Maintain an up-to-date database of donors, volunteers and in-kind gifts and expand this list through relationship building and communication.
- Work with the Executive Director to develop planned communications from the agency to our community.
- Employ strategic planning to protect agency property and good and mission integrity.
- Oversee all money handling, credit card reconciliation, banking and bill payment.
- Develop and deploy strategies for controlling agency costs and increasing agency income.
- Effecting best in class business practices over all programs and the agency as a whole.
- Clear and effective reporting to the Serve City Board, regulatory agencies, auditors, funders and partners.
- Attend all required meetings, trainings and events pertaining to the role as Business Operations Manager;
- Become an expert in the subject matter of homeless shelters, transitional housing and tenant/landlord rules and regulations by studying best practices of local and national agencies;
- Maintain a safe and healthy environment for residents to thrive;
- Alert Executive Director of any non-compliant, dangerous or potentially significant situations;
- Ensure all records are filed correctly and saved for a minimum of five years.

Accountabilities

- Leadership – The ability to lead others (staff and neighbors) by influence and example with a balance of grace and discipline.
- Dependability - This includes being at work on time for each shift and staying until shift is finished. Being alcohol and drug free is a requirement for this job.
- Problem Solving – The ability to see a problem or a system that is not functioning at maximum effectiveness and develop a solution that works while maintaining fiscal accountability.
- System Building – The ability to develop systems that will enhance the agency’s ability to deliver on its mission.
- Budget Management – A clear understanding of financial realities and funding responsibilities with a focus on stewardship and integrity.
- Ethics - Show good judgment in all situations-This includes your interactions with all listed below.
- A positive representation of Serve City and all Serve City ministries.

Principal Interactions

- Executive Director
- Employees
- Neighbors
- Regulatory Agencies
- Partner Agencies
- Donors
- Volunteers

Knowledge/Educational Requirements

- Bachelor’s degree in Business Administration, finance or related field.
- 5+ years’ experience successfully managing a complex enterprise’s operations, strategies, or finances
- Proficient ability to manage complex budgets.
- Proficient ethical leadership abilities.
- Excellent communication skills, both written and verbal.
- Outstanding people skills.
- Ability to make projections three years into the future.
- Superior technology competency.

Authority Level

- Manager
- Exempt staff
- Reports to Executive Director

To Apply for this position: email your resume and cover letter to the Executive Director, David Hood – davidh@serve-city.org

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.