JOB DESCRIPTION

TITLE: Operations Manager

LOCATION: Flexible

THE POSITION:

Do you love systems and creating processes? Do you like working in the background to make sure an organization functions smoothly? Are you incredibly organized and enjoy the 30,000 foot view and the details? Do you want to bring those talents and skills to the fight to promote the health and dignity of individuals and communities who are affected by drug use?

The Operations Manager will join the Operations team at a pivotal time in Harm Reduction Coalition’s history. This position will help develop and implement policies, procedures, and overall systems to support the organization’s rapidly growing infrastructure. Specific areas of support include human resources, technology, vendor and contract management, facilities, and organization culture. The position will be a part of a team to implement creative and human focused solutions.

The ideal candidate is an individual who enjoys a fast-paced environment and who brings a proven track record of success in project management and execution, supporting progressive organizational culture, and developing, implementing and evaluating systems, policies, and procedures.

ORGANIZATION DESCRIPTION:

Harm Reduction Coalition is a national advocacy and capacity-building organization that works to promote the health and dignity of individuals and communities who are affected by drug use. With offices in New York and California and expanding to DC, we advance harm reduction policy and practice through five core programs:

1. harm reduction policy and advocacy;
2. national training and capacity building initiatives;
3. national and regional conferences;
4. publications and resources, and;
5. technical assistance on overdose prevention education, hepatitis C prevention and treatment, syringe access expansion, and the US opioid crisis.

Collectively, these core programs work toward our North Star Statement: Harm Reduction Coalition creates spaces for dialogue and action that help heal the harms caused by racialized drug policies.

KEY RESPONSIBILITIES:
● In partnership with the Director of Operations, develop and implement agency-wide systems, policies and procedures that not only ensure compliance with best practices and employment law, but can be a model for other organizations interested in adopting organizational practices consistent with a harm reduction framework and social justice values

● Manage recruiting and hiring process for new employees and coordinate the on-boarding process

● Manage the day-to-day functions of HRC’s HR systems; Ensure all HR documentation is up to date, accurate, and legally compliant

● Participate in annual review and negotiation of employee benefits to ensure the organization is able to retain qualified employees

● Serve as primary point of contact for staff in navigating benefits and other administrative HR needs

● Coordinate staff meetings and staff gatherings that promote a learning environment, including planning all-staff gatherings and maintaining agendas for the All Staff meetings

● Research and provide support around agency insurance, compliance and legal matters

● Oversee facilities and technology for HRC, ensuring efficient and comfortable daily operations

● Through the management of an outsourced IT provider firm, oversee the IT systems for the organization; Develop and execute short- and long-term technology plans

● Support the Administrative Coordinator(s) in their roles as chief liaison to the landlord and in vendor management for all office services and supplies

● Conduct regular reviews of vendor contracts, leases, and other agreements to anticipate potential increases or savings

● Oversee the establishment of monitoring and inventory systems for equipment and supplies

● Support grant and contract applications through practical and administrative support

● Special projects and other duties as assigned

QUALIFICATIONS:

● 3-5 years of work experience in non-profit business administration, organizational development, project management, or related field preferred

● Must be a logistically-oriented systems-thinker with strong interpersonal skills, excellent written and oral communication skills, and the ability to be a hands-on solutions-focused team player

● Must be detail-oriented, possess excellent organization skills, with the ability to prioritize, multi-task, and meet aggressive deadlines

● Discretion, diplomacy, and the ability to manage sensitive and confidential information with integrity is critical

● Experience in contract negotiation and management, and stakeholder engagement, preferred

● Knowledge of non-profit legal rules, regulations, and guidelines

● Working knowledge of data analysis and performance operation metrics

● Understanding of and commitment to harm reduction principles

● Strong supervision and leadership development experience; expertise with remote teams a plus

SALARY RANGE: $65,000 - $75,000

SUPERVISORY RESPONSIBILITIES: Directly supervise 1-2 staff

REPORTS TO: Director of Operations

FLSA STATUS: Exempt

TRAVEL: Position requires minimal travel (less than 7 days per year).
TO APPLY: Please use the below link to apply online for the Operations Manager position. The attachments should adhere to the following naming convention: “Lastname, Firstname_Cover Letter.”

To submit your application, click here (external link).

People with lived experience of substance use, incarceration, homelessness, and/or sex work; people of color, women, and members of the LGBTQIA+ communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

DEADLINE: May 22, 2020