

Operations Job Description

Example 1

Director of Operations

News Organization is seeking an experienced operations professional, ideally with nonprofit administration experience, to lead and manage the organization's operations, including overseeing human resources. Founded in 1977, *News Organization* is a leading nonprofit journalism organization reporting on education in California.

The successful candidate will have a proven track record in operations management, with the goal of maximizing efficiency and effectiveness throughout an organization, while ensuring all activities are aligned with its mission and culture. S/he will build systems that endure and grow as the organization grows. S/he will be a member of the senior leadership team, and will work closely with the executive director.

The position will be based in *News Organization's* headquarters in Oakland, although initially the selected candidate may work remotely depending on the status of the coronavirus epidemic at that time of the hire.

Duties and Responsibilities:

Budget and Finances

- With the executive director, develop the yearly budget.
- Manage the budget in association with the accountants and the executive director, reviewing monthly reports.
- Take corrective action as needed to ensure a stable budget outcome.
- Work closely with *News Organization's* accountant to reconcile monthly reports as needed.
- Oversee the yearly audit.

Organizational Development

- With the executive director, develop goals and timelines consistent with the organization's budget and deliverables.



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- Track organizational deliverables that are due to foundations and other organizations.
- Provide support to the Finance Committee of the Board of Directors.

HR

- Manage recruitment and hiring processes for new personnel.
- Ensure that *News Organization* is in compliance with all state and federal laws and requirements regarding HR.
- Develop and implement orientation programs for new hires.
- Serve as the point person for staff on HR issues and questions.
- Ensure that performance reviews are completed in a timely manner and that all employee personnel files are current.
- Other HR duties as needed and appropriate.

Operations

- Oversee facilities operations.
- Manage any office space that *News Organization* sublets, including identifying potential lessees, developing sublease contracts, and monitoring the sublet.
- Ensure that the internal operations of the organization run smoothly and that processes are put in place to deliver performance and achieve goals.
- Develop and maintain an operating procedures manual.
- Oversee payroll management.
- Monitor employee benefits and ensure that all benefits including the 403(b) and health savings account are properly administered.
- Negotiate most favorable arrangements with benefit providers.
- Fundraising and Reporting
- Provide budgets for foundation proposals and for grant reports as needed.
- Assist in reports to foundations as needed.

Qualifications:

- Proven experience as an operations director or relevant role, with a minimum of 7+ years of experience. Preference is for experience with 501(c)(3) organizations.
- Excellent organizational and leadership skills.
- Strong communication and interpersonal abilities.



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- Thorough understanding of diverse business processes and strategy development.
- Understand financial reports and accounting processes.
- Excellent knowledge of MS Office, Excel, databases and information systems.
- HR experience, including running payroll and managing employee benefits.

Benefits and Compensation:

News Organization offers competitive wages, commensurate with experience. Along with the opportunity to be part of a team of experienced journalists doing meaningful work in a highly creative communications environment, *News Organization* offers a comprehensive benefits package that includes a range of medical plans, a retirement savings plan, generous vacation leave and paid holidays, as well as professional development opportunities.

To Apply:

Send a cover letter, resume and provide contact information for three references, as well as links to your social media accounts, and links to, or attachments of, three examples of your written work to jobs@email.org. Please include the job title in subject line.

Example 2

News Organization is hiring an operations manager to maintain and strengthen the infrastructure necessary to support our nonprofit newsroom.

As the operations manager, you will support the day-to-day functioning of our far-flung and growing team — national reporters, local network reporters, partner newsrooms, and fundraising staff. You'll become the point person for our finance and human resources matters, playing a key role as we grow from a small startup into a more mature organization.

You will work closely with the CEO, the editor-in-chief, and the chief revenue officer. This is a remote position and reports to the CEO.

The key responsibilities for this role:

Finance:



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- Assist with monthly bookkeeping and financial reporting in coordination with our external accountant.
- Administer our various financial platforms, notably Divvy and Justworks, keeping colleagues aware of deadlines and tasks in those systems.
- Manage organization credit cards.
- Support selection and management of donor platforms.
- Manage organization's state and charitable registration status.
- Provide financial information as needed for grant reporting purposes.
- Support annual budgeting process.
- Assist with preparation for board of directors meetings.

Human resources:

- Manage and refine our onboarding process for new employees and local reporters.
- Create employee handbook that is aligned with our organizational values
- Assist with recruitment efforts for *News Organization* positions, with a special focus on fostering diverse candidate pools.
- Manage employee HR files and legal documents.
- Serve as the point person with our current HR benefits provider.

Office & IT:

- Research and manage remote work solutions for our distributed team.
- Help coordinate in-person staff meetings and other executive travel.
- Manage accounts for organizational technology services (e.g., Zoom, Google Workspace).

What we're looking for in a candidate:

- Excellent task and project management skills.
- Ability to keep track of multiple competing demands.
- A strong customer-service approach and mindset focused on finding solutions.
- Discretion and confidentiality when communicating about sensitive topics.
- Related work experience, including nonprofit operations, human resources or executive support.
- Curiosity about nonprofit journalism, higher education, and our mission.



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We know there are important skills we haven't thought of or strong candidates who don't have this exact background. If that's you, don't hesitate to apply and tell us more.

Covering the full range of higher education also means we're very interested in applicants who attended community colleges, regional public universities, historically Black colleges and universities, and other minority-serving institutions. Graduating from a fancy college is definitely not a requirement.

News Organization is committed to building an inclusive culture that reflects the full diversity of the nation. We encourage members of traditionally underrepresented communities to apply, including people of color, LGBTQ people, and people with disabilities.

Benefits of working at *News Organization*

- 20 vacation days, plus sick leave and major holidays, including a paid winter recess from December 25-31
- Health insurance
- Disability Insurance
- Life Insurance
- 401(k) with matching
- Up to 6 months paid family leave

How to apply

Interested candidates should apply here. Have questions about this position? Contact our Executive Director at apply@email.org Please note: We are not accepting résumés or applications via email. All candidates must apply here.

Example 3

Operations Manager - *News Organization*

The Opportunity

News Organization, a nonprofit news organization, seeks an entrepreneurial, mission-oriented operations manager with collaborative skills that include financial, human resources, project management and administrative experience. The successful candidate will also have excellent interpersonal communication skills, the ability to exercise discretion, independent judgment and business acumen.



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The operations manager will report to our executive director and help ensure strong business operations that put the *News Organization* at the forefront of a national movement to rebuild and reimagine local news.

News Organization's business operations have as their core purpose to support our mission by making sure financial and operational functions allow our reporters and editors to focus on producing the journalism that West Virginians want, need and deserve.

The role

The operations manager will provide program support and oversight by:

- Supporting the Executive Director and ensuring overall service delivery and effective and efficient business operations.
- Organizing and coordinating office operations and procedures.
- Working with the Executive Director in preparing, managing, and monitoring organization budgets.
- Providing support to the Managing Editor and leadership team.
- Cultivating and maintaining strong relationships with staff and partners.
- Supporting the Development Manager and assisting the team in establishing and maintaining systems for development initiatives.
- The operations manager will provide financial/administrative leadership and support by:
 - Assisting the Executive Director in developing mechanisms that support the goals of Mountain State Spotlight.
 - Assisting the Executive Director in managing *News Organization's* finances including budget development and tracking; preparation of monthly financial statements including profit/loss, cash flow, and balance sheet.
 - Managing accounts payable and receivable.
 - Preparing bank deposits, payment processing and reconciliation of monthly bank statements
 - Assisting the Executive Director with implementing and managing human resource functions including personnel policies and procedures; payroll processing; health care benefits; PTO; hiring and exiting processes; employee relations; and performance review procedures.
 - Providing support to Development Manager in grant/contract management, grant and report writing, publications/materials, and special event planning.



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- Assisting with grant accounting, ad-hoc reporting and annual audit preparation and ability to back up leadership in preparation of grant proposals and compiling information for funders, government agencies, etc. as needed.
- Ensuring the business is compliant with all applicable city, state, and federal laws and regulations.

The operations manager will support information technology, system and property by:

- Guiding and overseeing organizational systems including technology infrastructure, office operations, central databases, and information systems.

You're a good fit if you have:

- A degree in business or related field and minimum three years of relevant experience or bachelor's degree in a related field and five years of experience with a non-profit or business.
- Experience and proficiency in working with business financial systems including QuickBooks for Nonprofits, Microsoft Office Suite and Google Business.
- Capacity to work and thrive in a growing, fast-paced entrepreneurial newsroom that values a diverse, inclusive, and equitable work culture that values collaboration.

Compensation and benefits

- Full-time, competitive salary with benefits
- Three weeks of paid time off in addition to holidays
- Paid parental leave
- Flexible work schedule

We're committed to building an inclusive organization that represents the people and communities we serve. We encourage members of traditionally underrepresented communities to apply, including women, people of color, veterans, LGBTQ+ people and people with disabilities.

To apply or to ask questions, email jobs@email.org. Please send us a resume and a cover letter that tells us why you are right for *News Organization's* team.



Example 4

News Organization is seeking an **Operations Administrator** to help build and maintain the organizational infrastructure to support nonprofit journalism in Wisconsin and our mission to inform diverse communities with fact-checked reporting that strengthens democracy. This person will report to the Associate Director.

This position is ideal for a highly organized person and strong communicator who is comfortable joining a small, hard-working and flexible staff in a fast-paced environment.

This position is funded by and will receive support from the American Journalism Project, a venture philanthropy dedicated to local news. The American Journalism Project believes in civic journalism as a public good and is reimagining its future by building a model to finance and sustain the local news our democracy requires.

This new position will support our day-to-day operations and our rapidly growing team. As Operations Administrator you will work on projects big and small to further *News Organization's* work and support the organization's staff and overall mission. You will play a central strategy role across key areas of our operations and have the following responsibilities:

Responsibilities

Human resources

- Manage onboarding process for new employees, interns and contractors
- Manage employee offboarding process
- Manage *News Organization's* HR/Benefits provider and ongoing benefits administration/selection
- Draft offer letters
- Establish and maintain an employee handbook that is aligned with organizational strategy and values
- Lead recruitment efforts, including posting job descriptions, fostering a diverse candidate pool, developing consistent and equitable hiring procedures, and overseeing screening of candidates
- Manage employee HR files and legal documents
- Plan, lead, develop, implement and coordinate policies, training, initiatives and surveys to support the organization's mission and staff needs



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- Ensure diverse equitable and inclusive practices are established and aligned with organizational culture
- Support other human resources activities as needed

Office and IT

- Research and recommend in-person and remote work solutions, including co-working space and technology
- Research, recommend and purchase centralized services, with an emphasis on procurement and sourcing of diverse businesses and vendors
- Oversee and develop contracts and manage vendor agreements, resolving issues when they arise
- Procure and manage laptops and office equipment for staff
- Help to coordinate meetings and travel schedules; assist staff with calendar management
- Manage general/admin email inbox
- Be a go-to person for senior colleagues to help resolve operational issues
- Communicate operational matters to the wider team as relevant

Finance

- Assist with bookkeeping and monthly financial reporting in coordination with staff and CPA
- Support tracking and oversight of the operations team budget
- Support the development of the annual budgeting process and budget tracking
- Administer various financial platforms, including payroll. Keep team members up to speed on deadlines and action items assigned to them in the systems.
- Manage company credit card
- Manage mail collection and Bank deposits
- Closely support our annual audit
- Oversee donor platforms (Paypal, Benevity, etc.) and provide support to the development team
- Track and provide financial information as needed for grant reporting purposes
- Assist with preparation for Board of Directors meetings

Qualifications



If you have just some of the skills listed below, or others we failed to list, please consider applying for this position. We are a small, nimble organization that makes the best use of the skills of its staff and is dedicated to developing them.

- Great task and project management skills, including the ability to integrate big picture goals with specific tasks needed to move complex projects forward effectively
- Strong organizational skills and ability to keep track of multiple competing demands
- Excellent problem-solving ability and superior attention to detail
- Strong customer service approach and solution-oriented mindset
- Discretion and confidentiality when communicating about sensitive topics
- Ability to build trust-based relationships with *News Organization's* full team, even in a virtual setting. We may be remote but we use smart tools to stay engaged and attentive to one another. We also have regular in-person meetings to help us remain unified as a team.
- Flexibility and comfort working in an environment where multitasking is the norm, the pace is fast, and priorities will evolve
- Proficient with office software, primarily the Google Suite, including strong spreadsheet and presentation (slides) design skills
- Relevant work experience (e.g. nonprofit operations, human resources, executive support, back-office support for a growing company)

Bonus points if you've got:

- Curiosity about philanthropy or nonprofit journalism, and a connection to our mission
- Experience using customer relationship management tools (Salesforce) and document management solutions (e.g. Box.com, Google Drive)
- Experience with human resources software and policies

Location: The operations administrator should be located in or within 90 minutes of Madison or Milwaukee and expect to travel regularly to the other city and other Wisconsin locations.

Salary range: \$50,000-\$60,000, commensurate with experience.

Benefits: Generous paid vacation and holiday time, sick days, family and caregiver leave, subsidized medical and dental benefits, transportation benefits and self-funded 403(b) retirement plan.



Deadline: The initial application window will be open until December 10, 2021. Applications will be accepted until the position is filled.

To apply: Please submit a PDF of your resume and answer some brief questions in this application form. If you'd like to chat about the job before applying, contact *News Organization's* development director, via email: jobs@email.org

Example 5

We're looking for an organized and enthusiastic **operations assistant** to support our growing team. This role will take over approximately 50% of the current program coordinator's duties.

The operations assistant will work closely with the *News Organization* team and with the collaboratives themselves to ensure smooth performance and maintenance of all underpinning systems.

You will:

- Broadly support the 5 person team *News Organization* team as they catalyze and steward local news collaboratives
- Process payments for 9-15 active collaboratives
- Support the initial financial and legal set-up of new collaboratives (as well as the maintenance of existing ones)
- Implement and facilitate quarterly data updates for each collaborative
- Pinch hit with contractors on invoices, payment schedules, responding to inquiries, and collecting financial information
- Work with collaborative conveners on scheduling conversations
- Light team management: getting feedback on meeting topics, taking notes, planning dedicated time for certain conversations, etc.
- Organizing the informational flow between collaborative and the team
- Light tech support for collaboratives and the team (google, AirTable, etc.)

We need

- Meticulous organization
- Attention to detail
- Project management or project support experience
- Interest in working with news collaboratives
- Adaptability in workflow and communications



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Do you have skills or experiences that we haven't thought of that you can bring to this job? Tell us how you can see this role benefit from your own individual experiences.

We welcome a broad range of applicants for this role. The compensation will be determined, within the range of \$24.00 - \$28.80/hr, based on level of experience.