



Operations Manager-*The Doer*
Job Description: Jan 2024
Exempt, Full-time

About Headwaters Foundation:

Headwaters Foundation is a community-driven foundation that believes our neighbors have the answers to the deepest issues facing Western Montana's children and families. Every day, we work side-by-side with community leaders to guide the region's resources to improve the well-being of *all* Montanans, especially those who have not had the chance to be heard. We believe that by discovering solutions together, we can build a healthy and thriving Western Montana.

Overview of Role:

Headwaters Foundation is seeking an Operations Manager to support our team in fulfilling our mission and strategic goals. Reporting to the CFO, this role is pivotal in managing the Foundation's core administrative functions, encompassing seven key areas:

1. Office Management
2. Administrative Assistance
3. Facilities Management
4. Reception
5. Event Coordination
6. Support in Accounting, Finance, and HR
7. Contracts and Vendor Administration

Specific Duties: The Operations Manager will:

- Coordinate day-to-day office operations, including handling reception duties, managing mail, bills, and invoices, maintaining supplies, and serving as the point of contact for property-related issues.
- Assist with audits, annual tax filings, and administration of benefit plans.
- Oversee and resolve issues related to computer networks and office technology, in collaboration with technology consultants or vendors.
- Responsible for managing administrative activities to ensure that equipment, supply, and other resource needs are met. Activities may include copy services, office supplies, equipment, mail and messenger services, records management, custodial services, and reception. Implements and administers office operations policies and procedures. Manages vendors.

- Plans, maintains, and improves the physical facility and grounds, including buildings, utilities, equipment, machinery, and other physical infrastructure. Accountable for the safety and security of structures and premises. Plans and manages renovations and facility improvements.
- Support Headwaters meetings by coordinating logistics and managing technology.
- Provide executive support to the CEO, including scheduling, drafting correspondence and documents.
- Serve as the first point of contact for telephone, email, and in-person inquiries.
- Coordinate arrangements for staff meetings, retreats, and events.
- Manage and maintain office documents, records, publications, reports, and equipment inventory.
- Oversee conference rooms and community meeting spaces.
- Engage in occasional travel for events, retreats, or meetings.
- Undertake additional duties as needed.
- Given the small team size, flexibility and adaptability are key. The Ops Manager will interact with staff, consultants, grantees, and community leaders, maintaining and enhancing the Foundation's positive image.

Other Duties and Responsibilities:

- Support the CEO, CFO, Program Director, and staff with travel and scheduling.
- Independently manage office operations, including office supplies, equipment maintenance, and vendor relationships.
- Maintain and update office policies and procedures.
- Perform data entry and maintain organizational databases.
- Assist in planning and executing Foundation events.

Minimum Education & Experience Requirements:

- A minimum of 5 years' experience as an Operations Manager, Office Manager, Executive Assistant, Administrative Assistant, or related position
- A four-year college degree is preferred, but we recognize the value of real-world working experience.
- Excellent knowledge and skills associated with computers and business software applications. Experience with Office 365 (Word, Excel, Teams, SharePoint), CRM database software, Zoom, and QuickBooks.
- Ability to work with humor and grace in a team environment and provide support to other staff as needed.

Knowledge and Skills Required:

- Passion for the Foundation's mission
- Commitment to excellence, adaptability, personal accountability, and initiative.
- Ability to multitask, organize, prioritize, and meet deadlines in a dynamic environment.
- Strong communication, critical thinking, problem-solving, and project management skills.
- Demonstrated organizational skills and confidentiality.
- Event planning and coordination experience.
- Ability to work independently and flexibly, including varying working hours.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At Headwaters we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

Compensation:

Headwaters Foundation offers a competitive salary and benefits package.

Beginning salary range: \$65,000 - \$70,000

How to apply:

Interested candidates should submit a cover letter and resume to:

Mynor Alejandro Veliz, CFO
Headwaters Foundation
contact@headwatersmt.org

Application review will begin on February 19, 2024, Applicants are strongly encouraged to submit their completed application by 5 pm on February 18, 2024.