



SOUTHEAST
community development corporation

OPERATIONS MANAGER

Reports to: Deputy Director

Salary and benefits: \$55,000-\$60,000 annually; Southeast CDC has a comprehensive benefits package for full-time staff which includes medical, vision, dental, 401k administration, and short-term disability as well as a generous PTO policy.

SUMMARY

Southeast Community Development Corporation is a 48-year-old community-based organization dedicated to growing and supporting a thriving, socioeconomically, and racially diverse Southeast Baltimore where residents share in the success and improvement of their communities.

The Operations Manager will develop and/or implement systems to meet administrative, property management, and finance goals. The Operations Manager will manage a wide range of duties associated with internal communications, technology support, finance, contract management, and administration. They will have strong skills in planning and organizing, communication, personal and professional judgment, and a high level of adaptability and flexibility. This position reports to the Deputy Director and is expected to maintain a high level of customer service and detail orientation, exercise independent judgment in the resolution of administrative problems, proactively problem solve administrative and operating issues, and recommend changes for continuous improvement.

JOB DUTIES

Admin Support

- Work closely with our management team and accountant to develop and manage the administrative tasks necessary for smooth operation of grants and projects.
- Develop written procedures for internal operations and train staff on operations procedures and systems.
- Participate in the development, communication, and implementation of organization policies.
- Manage the creation of and maintain an organizational central calendar.
- Coordinate annual benefits enrollment process for staff and provide benefits support throughout the year.
- Maintain records and contracts and track compliance deadlines (e.g. taxes, unemployment, government filings).
- Oversee insurance application process and policy changes.
- Manage procurement for office and program supplies.
- Assist with scheduling and planning organizational events/meetings.
- Assist with hiring and onboarding new staff.
- Establish and maintain an equipment inventory.
- Monitor and process organizational mail and email.
- Cover front desk operations in the absence of Administrative Coordinator.
- Other duties as assigned.

Property Support

- Oversee janitorial contractual services at multiple buildings.
- Troubleshoot phone, connectivity, and computer problems with IT service, fire, and security.
- Identify building maintenance issues.
- Manage procurement for building and grounds maintenance, which may include obtaining price quotes and bids, negotiating, and administering contracts and coordinating with contractors to perform emergency and regular building maintenance.
- Interface with building tenants regarding maintenance concerns.
- Track and log rent payments from tenants.

Finance

- File and log invoices, receipts, credit card statements, bank statements, bank deposits, etc.
- Assist with annual audit.
- Support monthly credit card reconciliation as well as check requests/invoices for building expenses.

Management Support

- Manage logistics for monthly staff meetings and Board meetings, as needed.
- Manage logistics for staff events, including annual holiday party and staff retreats.
- Support fundraising efforts, including tracking and logging grant agreements.
- Draft, proofread, and/or edit correspondence, ensuring accuracy, clarity, and standardized formatting.

DESIRED QUALIFICATIONS

- Written and verbal fluency in English and conversational Spanish required; Spanish fluency preferred.
- Three to five years of experience managing operations and finance duties in a non-profit setting.
- Ability to self-manage a multi-step project and excellent attention to detail.
- Highly detail-oriented, careful, and precise.
- Ability to give, receive, and incorporate feedback.
- Ability to establish and maintain friendly working relationships with people from a variety of backgrounds.
- Ability to work some evening hours.
- Experience with Microsoft Office programs and the Google Suite.
- Knowledge of Airtable and Bill.com (or similar platforms) and/or a willingness to learn; an ability and desire to work with data-driven systems.

COVID CONSIDERATIONS

- Southeast CDC has a COVID policy that regulates quarantine/testing in the case of exposure, symptoms, or a positive test.
- All Southeast CDC employees and new hires are required to be vaccinated against COVID-19 as a condition of employment. All vaccinated employees are required to show proof of vaccination to include the date(s) and type of vaccine. No explanations or other personal health information will be requested or reviewed. New hires must be vaccinated against COVID-19, and its variants, prior to the first day of work at Southeast CDC. If a candidate is unable or unwilling to become vaccinated, the offer of employment can be rescinded.

EMPLOYMENT LOCATION

Southeast CDC is operating on a hybrid model with some remote and some on-site work. This position will be expected to be in the office most days of the work week. Some work tasks may be completed remotely, upon supervisor approval.

EQUIPMENT REQUIRED

- Southeast CDC will supply a laptop for employee's use; employee will be expected to have access to high-speed internet at home if they are working remotely.
- The Manager is expected to use their own cell phone; Southeast CDC will reimburse cell phone usage at \$25/month.

TO APPLY

Please email cover letter and resume to molly@southeastcdc.org. Please put "Operations Manager" as your email subject.

Interviews will start in mid-March. Candidates are encouraged to submit their applications as early as possible.