

Position Opening – Operations Manager

Full time, exempt

Pay: \$70,000 to \$75,000/year based on experience

Generous benefit package including:

- Generous PTO accrual (20 hours/month, increases after year two)
- 10 paid holidays/year
- DAIS pays 80% of health & dental insurance premiums
- Vision insurance
- Flexible Spending Account
- Life & Accidental Death Insurance paid by DAIS
- Short-term & Long-term Disability plans paid by DAIS
- Employee Assistance Program (provides free legal, financial & work-life services)
- 401(k) plan with employer match
- Investments in Professional Development & Training

About DAIS:

Domestic Abuse Intervention Services (DAIS) empowers those affected by domestic violence and advocates for social change through support, education, and outreach. DAIS envisions a nonviolent community that actively promotes safety, peace, justice, and hope.

About the job:

The Operations Manager is intrinsically motivated to create long-term systems and processes, ensure continuous improvements, and proactively address and plan for current and future needs as it relates to information technology systems (IT), building and facilities management, and security management. The Operations Manager provides oversight, coordination, and support for all building and technology related needs and activities as well as special projects, ensuring effective results when working with contractors, vendors, and volunteers. The Operations Manager brings forward recommendations on facility and technological needs while ensuring current needs are met and maintained in a safe, efficient, and cost-effective manner. The Operations Manager collaborates with others across the organization to identify and address facility issues and advance compliance with applicable rules and regulations. In addition, the Operations Manager oversees the Security team and maintains protocols and procedures to ensure building safety and client confidentiality.

Qualifications:

- Bachelor's degree preferred, though relevant work experience is considered in lieu of a degree
- Minimum of five years of related professional experience required
- Minimum of three years of supervisory experience for a cross-functional team required
- Minimum of three years of experience working successfully with external vendors to achieve organizational goals required
- Solid understanding of and experience in Microsoft 365 or Google Workspace administration and database management required
- Demonstrated experience with facility operations required
- The ability to develop protocols and procedures and translate them into formats understandable to end users
- Excellent oral and written communication skills required
- Demonstrated ability to interpret data, evaluate alternatives, consider strategic implications, along with sound decision making skills required
- Experience managing operational budgets required
- Excellent troubleshooting and problem-solving skills required
- Demonstrated ability to effectively manage confidential information
- Risk management experience strongly preferred, particularly related to facilities, safety standards and technology
- Thorough knowledge of project management, principles of construction, buildings and building systems preferred
- Basic knowledge of accounts payable processes, including invoice handling, payment procedures, and recordkeeping
- Ability to delegate and manage simultaneous tasks and batches of work to keep solutions moving forward
- Authorized to work in the United States without sponsorship

Primary Duties:

- Oversee and maintain technology infrastructure, including networks, hardware, and software to ensure secure and efficient operations; Ensure organizational data security is maintained
- Oversee the maintenance, safety, and functionality of DAIS building, infrastructure, and grounds.
- Negotiate, evaluate, and provide input and recommendations into the selection of vendors and contractors for regular maintenance needs
- Ensure timely maintenance of HVAC, electrical and plumbing systems, as well as cleaning services, grounds maintenance and security services
- Develop and implement systems to increase efficiency, reliability, and effectiveness of work processes relating to the safety and security of DAIS.
- Manages and executes accounts payable processes, including invoice review, ensuring timely payments, maintaining records and resolving discrepancies.
- Hire, train, and supervise a staff team to ensure clear understanding of protocols and procedures and the communication and administrative responsibilities of their position.

How to apply:

- **Submit the following three things:**
 - ✓ Cover letter – tell us a little about yourself.
 - ✓ Resume – tell us what you have done in the past.
 - ✓ DAIS Application for Employment – found on our website <https://abuseintervention.org/jobs/>
- Complete applications may be submitted:
 - Via email as an attachment to: daisemployment@abuseintervention.org
 - Via our website: <https://abuseintervention.org/jobs/>
 - Via fax or US Mail (address & fax number available on website)