

EarthLinks
Operations Manager
Position Description

Job Title: **Operations Manager**

Reports To: Executive Director

Hours: Full-time, hourly

Mission and Purpose: *EarthLinks cultivates transformation and self-worth with people experiencing homelessness and poverty. By creating opportunities through Earth-centered programs, individuals step out of isolation and into community—restoring each other and the planet.* EarthLinks is a nonprofit experiential educational organization that seeks to link people, particularly those who are low-income and homeless, with Earth and with others, through shared experiences in the natural world. EarthLinks facilitates experiences that help women and men whose lives are deeply affected by homelessness, violence, addictions, mental health issues, and poverty, to strengthen self-esteem and develop the trust that is necessary to make constructive life changes.

POSITION SUMMARY

The Operations Manager reports to the Executive Director. In partnership with the Executive Director, this position is responsible for overseeing operations of the organization. It is essential that the Operations Manager works in collaboration with the staff and program Participants in a way that is beneficial to the Participants and fulfills the mission of EarthLinks. The Operations Director is responsible for managing all operational activities for the social enterprise and the organization as a whole. Cultivation of community among staff, Participants and Earth is a primary goal of every position at EarthLinks.

RESPONSIBILITIES

The following represents a non-exclusive list of assigned duties and responsibilities:

I. General Management

1. Assists and oversees program planning, implementation, and evaluation, in collaboration with the Program and Garden Director. Participates in strategic planning as requested.
2. Tracks and manages operations within budget restrictions.
3. Manages and oversees the retail and coffee bar space for the organization. Works closely with staff and volunteers to manage sales inventory as needed. Manages and oversees internal and external sales of products for the organization.
4. Supports organizational efforts related to diversity, equity and inclusion.
5. Attends staff meetings and prepares agenda items relative to operations for such meetings.

II. Administration and Staff Supervision

1. Works as necessary to recruit and maintain interns from various agencies, volunteer programs and universities.
2. Ensures that interns and staff are reporting to the appropriate supervisor.
3. Ensures regular performance evaluations of supervisees are completed and documented in a timely manner.
4. Ensures that personnel and operating policies and procedures are documented and communicated to staff.
5. Encourages staff development and education in order to provide a superior experience for Participants in the program, staff and interns.
6. Manages all Human Resource requirements, including background checks as needed.

III. Community Relations, Communications and Fundraising

1. Serves as an ambassador for the organization.
2. Establishes and nurtures relationships and cooperative arrangements with community groups and organizations, related to fundraising, program coordination, collaboration, or other program needs.
3. Plans, helps execute and assists with fundraisers and other events.
4. Oversees and manages donor management processes and donor recognition.
5. Oversees EarthLinks' web presence, digital marketing and outreach.
6. Attends Board Meetings and Board Committee Meetings when requested.

IV. Financial Management, Administrative Systems and Legal Compliance

1. Works with the Executive Director in preparing an annual budget for the organization and oversees that the Organization operates within the budget.

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2. Maintains program records and documents, and prepares routine reports, along with any additional reports as requested by the Executive Director.
3. Works with the Executive Director and bookkeeper to ensure the filing of all necessary reports, tax returns and compliance documents (e.g., license renewals, etc.) are made in a timely manner.
4. Follows internal controls established for the organization in the management of data, Participant information, personnel matters, cash and other financial matters. Knowledge of bookkeeping principles is required.

V. Assistance with Grants Management

1. In conjunction with the Program and Garden Director, identifies and communicates program needs and related costs, which serve as the basis for seeking grant funding for programs.
2. Obtains and provides any necessary program data and information regarding EarthLinks as required by specific grant proposals.
3. Ensures that programs adhere to restricted grant requirements and that all data needed for evaluation and grant reporting are collected and provided in a timely manner for grant reports.

REQUIREMENTS

1. Position requires individual to regularly lift 25# and occasionally lift 50#.
2. Position requires the ability to bend, kneel, reach, push, pull, walk, sit, grasp, stoop, crouch, twist and lift. Small motor movements are also regularly employed. Speaking and listening is required. English speaker required.
3. Working knowledge of Microsoft Office Programs, especially Teams, Outlook, Word, Excel and Power Point required. Working knowledge and regular use of QuickBooks required. Knowledge and regular use of the internet is required, including but not limited to email. Ability to use standard office machinery such as copier, printers and fax machine expected.
4. Interest in sustainability subjects and gardening a plus.
5. Customer service experience required.
6. Management experience or training required.

General Qualifications

7. Ability to work independently with limited direction in a fast-paced environment; must be a motivated self-starter.
8. Exceptional verbal and written communication skills, particularly in a public speaking capacity.
9. Excellent industry knowledge across human services, nonprofits, and foundations, particularly those in the Denver Metro area.
10. Strong team builder and player.
11. A strong dedication to the EarthLinks' mission and the belief that community ends the isolation of homelessness as well as disrupts the cycle of poverty.
12. Deep understanding of the roots and history of poverty and inequity in our communities.
13. Experience in direct service and systems-level work with people experiencing homelessness a plus.
14. Commitment to work towards social justice, equity and care for our planet.
15. Bilingual English/Spanish (or other language) is desirable but not required.
16. Experience with trauma informed practices and harm reduction a plus.

Salary and Benefits

Salary range is \$50,000 to \$52,500, depending on experience.

Benefits include: health and dental insurance; 3% SIMPLE IRA match; 11 paid holidays; vacation and sick leave.

To Apply: Please email your resume and any cover letter to Kathleen M. Cronan, Executive Director, at cass@earthlinks-colorado.org.

If you are unable to email, you may submit these documents by mail or in person to:

Kathleen M. Cronan
Executive Director
EarthLinks
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Denver, CO 80204