



## **JOB ANNOUNCEMENT**

### **Operations + Finance Manager**

#### **Position Summary**

The Operations + Finance Manager will be responsible for the organization's accounting, budgeting, contract/grant oversight and reporting, business planning, facilities management, human resources compliance, technology, data, vendor interface, and Board support. The position reports to and supports the CEO. This is a great opportunity to maximize and strengthen the internal capacity of a small but well-respected, high-impact organization. As a leadership position in a small organization, the position will include both high level planning and hands-on implementation. The Operations + Finance Manager may supervise volunteers and manage consultant work. The position is based in San Jose, California, but because of the COVID-19 pandemic and Santa Clara County Public Health orders, SVCN's team is working remotely from home and will continue to do so until SVCN's work-at-home policy is lifted and it is safe to return.

#### **Compensation and Benefits**

1. This is a full-time, exempt position in a leading local nonprofit organization
2. Candidates who are qualified for all aspects of the position will be hired in the \$70K-\$80K/year range. SVCN may choose to consider candidates who qualify as an Office Manager (\$45K-\$55K), or an Operations Manager (\$55K-\$65K).
3. Health, Dental, Vision package OR In lieu stipend
4. 403(b) retirement. In FY21, staff are provided with a 3% match.
5. Free parking
6. In FY21, staff are provided with a minimum of \$1000 for external training
7. Cell phone stipend & mileage reimbursement
8. 38-hour work week, with flexibility
9. Generous holiday policy of 16 paid holidays
10. A workplace where you feel welcome, valued, and inspired

#### **Qualifications**

- Bachelor's degree desired
- Demonstrated experience in nonprofit human resources, nonprofit grants and contracts, financial management and budgeting, and operations; 2+ years of experience in a comparable role
- Demonstrated passion for nonprofits and contributing to your community

- Strong desire to and experience building and maintaining positive relationships with people from diverse backgrounds
- Commitment to race equity, diversity, and inclusion
- Experience with and excellent skills in problem-solving, exercising sound judgment, taking initiative, working independently, and following through
- Ability to be collaborative with an ability to work on teams, take on different roles, and juggle multiple priorities with a positive, collegial, solution-oriented attitude
- Proficiency in navigating social media platforms, cloud-based platforms, Salesforce, Microsoft Office Suite, Outlook, Google Suite, Box, payroll systems, Quickbooks, and web + mar/comm platforms such as Mailchimp and Wix.
- A valid California driver's license, reliable automobile, including insurance as required by California law, and an operable mobile phone
- If you do not meet all of the qualifications, you may still choose to apply since, depending on the available candidate pool, SVCN may choose to consider candidates who do not possess all of the required qualifications. In that case, SVCN would consider hiring in a different job class. For example, candidates who do not have financial management experience and skills may qualify as an Operations Manager (\$55K-\$65K). Candidates who do not have financial management or human resources experience may qualify as an Office Manager (\$45K-\$55K).

All applicants must be U.S. citizens, lawful permanent residents, or individuals who are legally authorized to work full-time without restriction for any U.S. employer and who possess lawful evidence of employment authorization. Note: Individuals who are seeking consideration under the "Deferred Action for Childhood Arrival" (DACA) policy must possess an Employment Authorization Document at the time of application that is valid throughout the program.

### **What are we looking for?**

In a sometimes fast-paced environment, you bring detail-oriented skills and a passion for making things work well and an ability to handle assignments effectively in a high performing environment, including strategically prioritizing the most important projects while keeping the others on track as well. You're solutions-oriented, flexible, and systems-minded, with the ability to adapt to the evolving needs of the nonprofit community and our growing organization and to think three steps ahead to ensure things run smoothly. You have the ability to work effectively with a talented and diverse team, and to proactively spot issues of equity, bias, and inclusion across multiple identities and bring workable solutions. You're able to build strong rapport through being true to your word, warmth, humility, optimism, and humor. You enjoy working with a team, brainstorming solutions, and keeping each other accountable in a kind and generous way. You have a customer-service mindset when it comes to interacting with staff of the nonprofits organizations we serve.

### **Application process**

Applications due September 4. To apply, please submit the following to [admin@svcn.org](mailto:admin@svcn.org).

- Letter of interest
- Resume
- Contact information for three references

## **Examples of Duties**

### **Human Resources**

- Serve as the primary HR contract, handling general HR inquiries and providing support to the team.
- Manage all applicable duties as 403(b) administrator.
- Negotiate and administer benefits package for staff.
- Help to recruit and onboard new staff, Board Members, interns, and volunteers.
- Maintain and update HR and personnel policies and procedures.
- Identify and monitor opportunities for training and education of staff.
- Maintain personnel files in compliance with law.
- Oversee a welcoming and seamless onboarding and orientation for all new employees.
- Contribute to team morale through regular celebrations and acknowledgements of staff work, birthdays, and anniversaries and scheduling time for personal interaction.
- Support the CEO by establishing and ensuring appropriate cadence for staff evaluations.

### **Operations**

- Develop a culture of continuous quality improvement throughout all levels of the organization.
- Report operations' results in a timely manner, monthly, quarterly and annually to support improvements where necessary.
- Oversee Information Technology systems and services, provided by external consultants.
- Oversee the maintenance of a safe, clean working environment that meets COVID-19 and other regulatory requirements.
- Oversees the establishment, maintenance and monitoring of internal controls, as well as policies and procedures for all operations of responsibility. Read, interpret, review, and comply with all federal and state legislation pertaining to operations in areas of responsibility.
- Manage the organization's lease; risk management; security management; energy management; and insurance.
- Interface with vendors and review and approve all contracts and contractual amendments within areas of responsibility.

### **Finance**

- In partnership with the CEO, direct the development and preparation of short-term and long-range plans/budgets based on portfolio of grants and contracts; and fundraising goals. Provide financial forecasts for planning and budgeting.
- Manage nonprofit finance and budgeting, including profit and loss, balance sheet and cash-flow management.
- Perform daily and monthly accounting functions, including accounts payable; accounts receivable; monthly reconciliations; financial statement preparation; handle invoicing; process payroll; code expenses and revenue; bill funders; run contract and grant expense reports; monitor budget-to-actual expenses; and input membership data in Salesforce.

- Ensure that salary allocations and other financial information are provided in a timely manner by staff.
- Drive technology and process innovation to improve finance and accounting procedures and productivity, including upgrading our current finance system to Quickbooks and manage relationship with accounting vendor.
- Support the organization's audit and tax filing processes and maintenance of appropriate insurance.
- Update management and leadership on any emerging issues and risks.

#### Business Execution + Planning

- Work with the CEO and Chief Strategy and Policy Officer to monitor all programmatic goals and outcomes, including contract and budgetary requirements.
- Assure successful completion of program contract requirements, human resources needs and budgets.
- Assess and improve, as needed, program operations work processes, tools and metrics.
- Support team members in measuring progress objectives and key results and strategic plan implementation.

#### Other

- Support the needs of SVCN's disaster response and preparedness partner, CADRE ([www.cadresv.com](http://www.cadresv.com)).
- Staff Board of Directors, Board committee meetings and other designated Ad Hoc workgroups, including facilitating staff reporting and preparing and presenting reports as required.
- Work with leadership and staff to promote race equity, diversity, and inclusion.
- Perform all other duties as assigned.

#### About SVCN

Silicon Valley Council of Nonprofits (SVCN) magnifies the voice of the local nonprofit community and supported the capacity of nonprofits so they can better help people and advance thriving, equitable communities. Through our learning workshops, capacity building cohorts, collective impact facilitation, and policy advocacy partnerships, SVCN helps to build nonprofit skills, strengthen foundations, and enhance nonprofits' ability to better serve their communities through human services, health and mental health care, education, housing and re-housing, emergency assistance, transportation and environment, the arts and beyond. SVCN's membership of between 150-200 organizations, largely serving Santa Clara County, represents the broad depth and value our members provide to the community.

SVCN is an equal opportunity employer that is dedicated to the diversity of our staff. Applicants are invited to apply regardless of sex, gender, gender identity and/or expression, sexual orientation, race, age, ethnicity, national origin, disability, marital or veteran status, medical condition, or religion. Individuals who need assistance or accommodation due to a disability may contact us at [admin@svcn.org](mailto:admin@svcn.org).