



Business Operations Manager

Job Description

Full-time Position (30 to 40 hours per week)

Reports To: Executive Director

Organization Membership: Leadership Team

OVERVIEW

The Business Operations Manager plays a pivotal role in the leadership team, overseeing the Operations Team members, including Support Team staff comprised of the Data Team, Finance Team, and Development Team at our nonprofit mentoring agency. Reporting directly to the Executive Director, this position is responsible for ensuring the effective and efficient management of all office, data management, and social enterprise initiatives that align with the agency's vision and mission. The Business Operations Manager collaborates with the Executive Director to maintain agency fidelity, document progress, and support the development of a community of mentoring relationships for the youth.

ESSENTIAL FUNCTIONS/KEY RESPONSIBILITIES

Office Management

- Oversee all reporting activities related to various programs, special agency activities, and social enterprise initiatives.
- Ensure the accurate and timely submission of regular external reports to stakeholders, partners, and funding entities.
- Foster effective communication and follow-up with external partners, vendors, and volunteers for reporting requirements.
- Organize and optimize the office layout, ensuring a conducive and efficient work environment.
- Oversee the procurement and maintenance of necessary supplies and equipment for daily operations.
- Address and resolve any issues related to office conditions, repairs, and facilities management.
- Manage the budget for office-related expenses and ensure accurate and timely reporting.
- Plan in-house or off-site activities, like parties, celebrations, and conferences
- Lead Support Team members
- OneDrive file management create upcoming years folders and documents for ongoing programs and projects

Human Resources

- Monitor and document progress on Performance Improvement Plans (PIPs), including tracking milestones
- Oversee the organization and maintenance of all Performance Intervention Plan related documentation
- Support all service departments with staff onboarding and New Hire Orientations

Program Support

- Serve on special project and event planning committees for program and agency events.
- Determine individual involvement in each event based on project alignment, workload, and volunteer availability.
- Ensure connection to projects outlined in the job description during committee participation.
- Collaborate effectively with team members to implement successful events and projects.
- Maintain a master listing of transportation resources and coordinate scheduling for various program activities and events.
- Liaise with IT services to ensure the seamless functioning of the office and support program operations.

Leadership Team Member

- Collaborate closely with the executive leadership team, providing input and insights to align business operations with organizational goals.
- Foster a collaborative work environment, promoting teamwork and cross-functional cooperation.
- Act as a bridge between different teams, ensuring a cohesive approach to achieving the organization's mission and objectives.

OTHER JOB DUTIES

- Provides data entry regarding Scholar participation, approval on completion of success projects, Scholar evaluations and notes related to individual performance.
- Works with Support Team to define/enhance access to training/professional development resources.
- Accepts all other duties as assigned by the Program Director or Program Manager which promotes the mission of the organization.

JOB QUALIFICATIONS

The ideal candidate is a team player, action-oriented, hands-on individual who has an interest in developing in the non-profit sector.

- Bachelor's Degree or minimum 3 years' experience related to the job duties outlined.
- 5 years of professional experience in human resources and/or people coordination.
- able to think creatively and collaboratively and is excited about the opportunity to work in a high-paced, youth-focused organization.
- Previous experience in developing and managing direct report's ability to adhere to personnel policies and procedures.
- Willingness to work evenings and weekends based on the agency's events calendar.
- Capacity to collaborate with other support team staff, program managers, and community stakeholders.
- Strong verbal and written communication skills to facilitate open and constructive communication with both mentees, donors, and colleagues.



- Proven ability to manage projects, partnerships, and professional relationships.
- Strong verbal and written communication skills to facilitate open and constructive communication with both mentees, donors, and colleagues.
- Ability to work and communicate effectively in a team environment with colleagues, program providers, community stakeholders, and volunteers.
- Expertise in customer service, particularly in the context of managing front office staff.
- Experience in HR, including the implementation of performance intervention plans.

To apply, complete this [Pre-Screening Survey](#) and send Cover Letter and Resume to:
bigbuddy@bigbuddyprogram.org

Please include "Business Ops. Coordinator" in the email subject line.