



## **POSITION: OPERATIONS MANAGER**

### **Organizational Description**

Started in 2008, African Career, Education & Resources (ACER) started to bring the collective community together to discuss issues and concerns impacting the African immigrant and refugee communities. It was quickly understood that in order to tackle issues and concerns, the community needed to address root causes of the challenges facing the community.

ACER believes African immigrants understand complex issues and know their communities best. They elevate the voices of the community and build bridges between residents and policy-makers so that they are represented at all levels of the advocacy process. ACER builds community through four impact areas:

- Civic Engagement
- Economic Development
- Health Equity
- Housing Justice

Mission: *ACER is the leading issue-based community organization working to uplift and amplify the African Diaspora to build power for systemic change that advances racial and economic equity in our communities.*

Values: *Our vision is a transformed system, free from racial and economic inequities where African Diaspora communities can thrive and lead prosperous lives.*

### **Organizational Culture**

In a transformative organization, ACER believes that the overall strategies should be owned by every single person in ACER. As such, it is the responsibility of all staff to understand the overall mission, vision and direction of the organization. One must be accountable to their own work and responsibilities, while supporting and coaching each other to produce high impactful and innovative strategies for the overall success of the organization. This means taking ownership of the organization as a whole. Which means that up to 20% of your role may include stepping up, taking charge, rolling up your sleeves and supporting other impact areas in the organization, understanding that organizing and transformational work must happen at all levels for justice to occur.

### **Position Overview**

The Operations Manager leads the administrative arm of African Career Education & Resource, Inc. The Operations Manager is responsible for ensuring that the organization's day to day work is well supported to ensure ACER employees are productive, efficient, and effective. The Operations Manager will work closely with the Executive Director and Associate Director to develop and manage organizational operations, systems, processes, and policies to guide this growing organization. Key components of this role include managing the day-to-day operations of the office, working with the Executive Director and Accountant to monitor and track grants, budgets and to disburse funds to the departments; overseeing human resources requirements; developing systems for tracking projects, IT and contracts. This position reports directly to the Executive Director.

### **Position Information**

<b>Title:</b>	Operations Manager
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<b>Supervisor:</b>	Executive Director
<b>Hours:</b>	40+ hours
<b>Location:</b>	6800 78 <sup>th</sup> Avenue N. Brooklyn Park, MN 55445
<b>Salary Range:</b>	\$60,000.00 - \$70,000.00, Plus Benefits

### **Responsibilities:**

#### **Operations and Administration**

- Manage the operational duties of the organization that includes customer and client support, incoming and distributing mail, ensuring office supplies are fully stocked, meeting and office spaces are assigned and scheduled, and ensuring the building is fully operational
- Assess building and property and ensure that it is in proper working conditions as it aligns to the integrity of ACER's work, mission, and strategies
- Develop strategies to streamline operational strategies. This includes developing strategies to void gaps and growth opportunities for the office management work.
- Responsible for the clerical and administrative duties of an office - filing, sorting, shredding, copying, etc.
- Oversee the risk management of the organization - general liability, property insurance, officers and directors insurance, workers compensation, unemployment etc.

#### **Human Resources & IT**

- Responsible for the onboarding and orientation of new employees: IT and desk assignment, ADP hiring and termination, organizational overview, reference checks, coordinating interviews, etc.
- Termination of employees - last payroll, unemployment, exit interviews
- Ensure the integrity of the IT infrastructure at ACER - streamlining consistency, database, and security
- Payroll administration - timesheets, manage PTO accrual, process payroll, etc.

#### **Accounting/Finance/Grants Management**

- Develop and maintain a comprehensive payment request process that has checks and balance of payment.
- Simple accounts receivable/payable.
- Process incoming invoices for payment.
- Grant Management - monitoring grant statuses from proposal, award, to reports, including supporting finance team and Executive Director on expense allocation and grant outcomes.
- Review and assess all incoming contracts, negotiate terms and conditions, and support Executive Director on final contract execution.

#### **Strategic Alignment**

- Be a strategic thought partner to the growth and expansion of the organization.
- Develop strategies that will create strong and impactful operational excellence within ACER.
- Create policies and procedures to protect and govern the integrity of the organization.
- Create partnerships beyond the internal staff to develop impactful operational decisions.
- Partner with the ED and AD on transformative ideas and solutions to streamline work throughout programs and community impact.



#### Experiences and Requirements

- High School Diploma is required. College Degree in Business Administration, Public Administration, Finance, HR, and/or a related field is highly desirable.
- Strong management and leadership skills. Preference given to someone who has at least three years of experience leading a team or working in a team environment.
- Strong knowledge of HR practices - especially in recruiting, onboarding, and termination.
- Strong Accounting experiences - payroll, accounts payable and receivable, and compliance.
- Ability to think strategically on impact and innovation and organizational excellence.
- Ability to facilitate trainings, take initiative, and being high impactful in decision making, often times in individual work setting
- Reliable, self motivated, and operates with a high level of integrity