

Operations Manager

Smithville Community Coalition

JOB TITLE: Operations Manager
JOB TYPE: Full Time
LOCATION: Cornelius, NC

The Smithville Community Coalition (SCC), a 501(c)3 nonprofit community-based organization, was founded in 1968 by long-time leaders in the Smithville Community before its annexation to the Town of Cornelius, North Carolina. The SCC is a nonprofit organization leading the effort to save Smithville from gentrification and displacement through a comprehensive revitalization plan. It is our quest to implement a just and equitable solution for the future of Smithville.

Smithville is the freedmen's community of Cornelius, NC. It is the largest intact historic African American community in Mecklenburg County with a rich heritage. The SCC and our constituents, the historical residents of Smithville, have come together to shape a vision for the future.

At the Smithville Community Coalition (SCC), we owe our success to the efficiency of organizational processes. To help maintain and grow this standard, we're seeking an experienced operations manager to oversee daily activities. The ideal candidate will have a sharp business mind and proven success in managing multiple activities for maximum productivity. This person will be skilled in human resources, finance, and IT management and be able to develop and maintain an environment of trust, diversity, and inclusion within the operations team.

GENERAL JOB DESCRIPTION

The Operations Manager will coordinate and oversee our organization's operations. The position has three primary responsibilities: (1) Manage budgets and forecasts, (2) Manage the selection and training of staff on software applications, and (3) Assist the Real Estate Development Director in financing and closing three phases of workforce housing. Beyond the above responsibilities, the Operations Manager is the liaison to lenders and funders, responsible for submitting financial reports on time. Last, the Operations Manager will organize staff meetings and assign staff responsibilities associated with internal task management.

DUTIES AND RESPONSIBILITIES

Every week the Operations Manager will: (1) Prepare a weekly cash flow summary and distribute it to staff, (2) Organize software training and solve issues related to software use. There will be an IT contractor to support the work of the Operations Manager. (3) Perform research on real estate financing issues. Beyond the weekly responsibilities, the Operations Manager will be the primary liaison to our banking relationships. The Operations Manager will

cultivate relationships with other financial institutions to assist with corporate or project finance.

QUALIFICATIONS FOR THE JOB

Education:

Bachelor's degree (or equivalent) in operations management, business administration, or related field or sufficient experience to operate at a comparable level. Working knowledge of management software programs, including QuickBooks and payroll systems, and strong IT skills, including database development. Multiple years of financial and account reporting experience. Ability to communicate in more than one language and history working in mission-driven organizations preferable. Ability to train staff on software applications.

Experience:

Two or more years of proven success in an operations management role. Strong skills in budget development and oversight. Excellent ability to delegate responsibilities while maintaining administrative control of operations and customer service. Proficiency in conflict management and business negotiation processes. Knowledge of business productivity software and an aptitude for learning and teaching new applications.

KEY COMPETENCIES

- Maintain constant communication with managers, staff, and vendors to ensure proper company operations.
- Develop, implement, and maintain quality assurance protocols.
- Increase the efficiency of existing processes and procedures to enhance the company's internal capacity.
- Ensure that operational activities remain on time and within budget.
- Track staffing requirements and hire new employees as needed.
- Oversee accounts payable and accounts receivable functions.