



OPERATIONS MANAGER

JOB DESCRIPTION

Position: Operations Manager

Reports to: Executive and Assistant Director

Position Overview:

The Operations Director will oversee the administration, human resources, physical operations, and activities related to supporting team culture. The position is responsible for creating systems and structures to be responsive to building operations, human resources, and staff support needs. This position will provide support to the organization's employees and volunteers, promoting a highly-collaborative agency culture, as well as effective service delivery.

This is a new role for Idaho Harm Reduction Project and requires someone motivated and experienced in operations, creating systems that are smooth and efficient to ultimately support the staff and volunteers in delivering high-quality services to people who use drugs in Idaho. The position will coordinate financial, staff development, and facilities activity. This position is an ideal fit for someone who can follow up on tasks with great care. The ideal candidate will be detail-oriented in maintaining complete and accurate operations. The Operations Manager will work closely with other core functionalities of the team for effective grant audit readiness, professional development, and office support.

Essential Requirements

BUSINESS ACUMEN

Demonstrated commitment to IHRP's mission and values.
High ethical standards and ability to manage confidential information.

Ability to work independently and as a member of a dynamic team.
Critical thinking and self-directed problem-solving.
Experience accepting and integrating feedback for effective personal and professional development.
Support hiring and onboarding processes for prospective IHRP personnel.
Assertiveness with follow-through and sees projects to completion using good judgment.
Ability to train and develop internal staff.
Strong document preparation, communication, writing, and grammar skills.
Accounting experience or education is a plus!

TECHNICAL ACUMEN

Proficient in database and accounting computer application systems.
Ensuring physical plant and facilities are functioning optimally to support the team.
Strong technical skills and proficiency with Microsoft Office and Google Suite.
Experience working with QuickBooks.
Advanced Excel knowledge and skills are a plus.

Primary Duties and Responsibilities

Duties may change based on programming needs and availability.

Assist directors and program managers with the financial management of programs, including invoicing, payments, etc.

Collaborate with directors in policy and financial decisions to increase the overall viability of the organization.

Maintain systems of administration and create new systems to be responsive to the growing needs of the team and organization with an emphasis on communication, transparency, and compliance.

Maintain and continue to improve human resource systems, hiring, resources, and practices to support the health and well-being of employees and volunteers of IHRP.

Oversee operations of physical space, inventory, vehicles, and maintenance.

Coordinate proactive and responsive maintenance and repair needs for physical space and organization vehicles to ensure the safety and continuity of services.

Oversee activities to promote team culture, staff appreciation, and accountability.

Coordinate consistent, ongoing systems for performance support, professional development, and staff appreciation across all team members of the organization.

Leads the creation, update, and communications of new processes and procedures related to safety, accountability, and onboarding practices.

Coordinates with team members to create ongoing opportunities for team building, including staff development activities, site visits, and other mechanisms of increasing understanding and visibility into teamwork across the organization.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of harm reduction and a commitment to working with people who use drugs in a non-judgmental manner.

A commitment to involving people who use drugs in the development and delivery of agency programming.

Demonstrable understanding of the populations served by IHRP.

Experience with delivering direct social services.

Excellent organizational skills and the ability to independently meet the goals of multiple simultaneous projects.

Excellent written and verbal communication.

Experience in program development and/or coordination.

Experience in leadership and management roles.

Experience with quality improvement methods or monitoring and evaluation is desired.

People who are HIV/hepatitis positive; people who have a history of drug use, sex work, or incarceration; and people of color are strongly encouraged to apply.

Possess flexibility and willingness to fill a variety of roles when necessary.

COMPENSATION AND BENEFITS:

- Compensation: \$20-\$25 per hour, FTE
- Cell phone bill and mileage reimbursement.
- A flexible schedule and remote work opportunity.

People who use(d) drugs, current or former sex workers, people of color, women, members from the LGBTQ+ communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

IHRP does not discriminate in any of its activities or operations on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, drug-related criminal record, marital status, sexual orientation, HIV/AIDS status, substance use, or military status.

TO APPLY:

Please email resume and cover letter to marjorie@idahoharmreductionproject.org