

JOB DESCRIPTION

Position:	Operations Manager
Reports to:	Executive Director
Salary:	\$55,000 to \$65,000 per year
FLSA Classification:	Exempt
Location:	YWCA Cambridge, 7 Temple Street, Cambridge, MA 02139

YWCA Cambridge is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Position Summary:

The Operations Manager plays a key role in the daily operations of YWCA Cambridge. The ideal candidate will be responsible for establishing and implementing operational policies to ensure the organization effectively delivers on its mission. Both a systems thinker and a detail-oriented problem solver, the Operations Manager will identify and implement process improvements to strengthen our 130 year old nonprofit's operations and services to our clients and community.

Reporting to the Executive Director, the Operations Manager will work closely with various departments as well as external vendors and commercial tenants. The ideal candidate is people-oriented, loves systems and processes, and believes in and strives for excellent customer service.

Essential Functions:

Duties include but may not be limited to the following.

- Manage daily operations at our administrative office and commercial property, while supporting operations at our family shelter
- Create and implement operational policies and procedures to strengthen organizational efficiency and productivity
- Streamline internal processes to strengthen organizational effectiveness
- Ensure compliance with all health and safety regulations for multiple properties, including family shelter, residential and commercial
- Provide supportive, high-quality management and professional development to one direct report - Maintenance Supervisor
- Maintain high level of customer service with internal staff, commercial tenants, community renters, and other external partners
- Create and maintain a welcoming, organized work environment for staff and visitors

- Support coordination and oversight of facilities vendors to ensure quality, timely completion of building repairs and maintenance
- Establish and maintain relationships with vendors to ensure timely responses for programmatic and building needs, including IT, security, and insurance
- Collaborate with other departments to ensure smooth programmatic workflows
- Ensure a well-stocked supply area at all times
- Work closely with Finance verifying goods and services and resulting expenses
- Manage community rental inquiries and agreements

Qualifications:

- Passion for and commitment to the YWCA mission of eliminating racism and empowering women
- 3-5 years of experience in operations management with people management experience, preferably in nonprofit sector
- People-oriented with strong interpersonal skills and ability to provide excellent customer service
- Analytical and detail-oriented problem solver who approaches their work with enjoyment and integrity
- Bachelor's Degree preferred
- Proficient in Microsoft Office Suite and Google Workspace
- Excellent oral and written communication skills
- Ability to effectively manage multiple tasks and priorities
- Demonstrated ability to implement and manage change
- Experience with managing rentals and facilities preferred
- Able to work independently and as part of a team
- Willingness to work flexible hours as needed

Benefits include health and dental insurance, a generous vacation policy and retirement benefits, hybrid work flexibility, on-site parking, and 15 paid holidays.

YWCA Cambridge is an equal opportunity employer and encourages applications from individuals regardless of race, color, ethnic origin, religion, ability and/or sexual orientation. All employment is decided based on qualifications, merit, and business need.

Candidates will be subject to a criminal records check (CORI).

We are seeking a cultural addition to our team who helps us celebrate all dimensions of diversity. ***If you're excited about this role, we encourage you to apply even if you don't meet all the qualifications.*** Please submit your resume with the subject line "Operations Manager" to Human Resources at HRresumes@ywcacam.org. We look forward to hearing from you!

Applications are reviewed on a rolling basis. We thank all applicants for their interest. Only those selected for interviews will be contacted.