

Job Title: Operations Manager
Base Position Level: Manager, FTE
FLSA Status: Non-Exempt / 32 hrs per week
Reports to: Executive Director

Overview: The Operations Manager plays a valuable role ensuring the efficiency and organization of Akron Youth Mentorship's (AYM) operations and volunteer engagement. This position enables AYM to serve our youth, our volunteers and our partners with integrity, quality and impact. The Operations Manager is responsible for overseeing day-to-day administrative activities, supporting effective resource allocation, ensuring efficient processes for operations, managing our volunteer relationships and coordinating volunteers for Akron Youth Mentorship (AYM) programming. AYM's volunteers are an integral part of our ministry, we have 100+ partnerships connecting us to volunteers for hospitality, programming logistics and for mentors who serve our youth. This position requires strong organizational skills, proficiency using technology for efficiency and productivity, attention to detail, a warm and collaborative communication style and a deep commitment to advancing the organization's mission.

Responsibilities:

- I. Administrative & Financial Management Duties
 - a. Coordinate and execute administrative responsibilities including tracking and processing financial information, managing and organizing receipts, invoices, purchase orders, expense reports and deposits for AYM.
 - b. Coordinate with AYM board treasurer, accountants, vendors, and Executive Director to support and ensure relevant financial systems are up to date and balanced.
 - c. Create and manage all relevant onboarding and administrative forms related to staff, volunteers, and students.
 - d. Manage AYM's P.O. Box, collect, track and disburse mail
 - e. Manage and oversee inventory and resources related to office management, programming, hospitality and transportation for youth, including vans, van maintenance schedules, driver documentation, office equipment, programming equipment, and hospitality equipment.
 - f. Manage and oversee office location and utilization of office and programming space.
 - g. Create and maintain AYM policies and procedures, including background check process for volunteers, volunteer engagement, human resource policies, and general organizational policies and procedures.
 - h. Ensure AYM's compliance with any legal requirements and regulations.

- II. Technology, Data and Reporting Management Duties
 - a. Ensure data integrity and implement best practices for data management.
 - b. Implement and train staff on processes for effectively tracking program activities, program impact, volunteer coordination, and fund development.
 - c. Maintain accurate and up-to-date donor records in our donor management system (Donor Perfect)
 - d. Generate DonorPerfect reports to help track fundraising progress and analyze donor trends in support of Executive Director fundraising efforts, for individual donors, church partners and foundations.
 - e. Produce reporting in support of annual operating budget creation and tracking, effective expense management, resource allocation, and volunteer activity in support of achieving AYM strategy and impact.
 - f. Support the Executive Director in preparing reports for board meetings and committees and for fundraising presentations.
 - g. Prepare and produce annual impact reports in coordination with the team and Executive Director.
 - h. Respond to donor requests related to donation reporting.
 - i. Continuously improve expertise in using our donor management system and productivity tools to help AYM leverage resources efficiently.
 - j. Research and advise the team on leveraging technology and/or software that will help create efficiencies and accuracy.

III. Volunteer Coordination

- a. In coordination with the Executive Director, maintain and expand partnerships with organizations across the city for volunteer engagement and opportunities.
- b. Recruit and onboard volunteers for various AYM volunteer opportunities, including coordinating volunteer training, volunteer relationship management, and ensuring adherence to volunteer policies and procedures.
- c. In coordination with the Executive Director and Program Coordinator, create and maintain calendars and sign-up to ensure youth receive transportation to programming, meal planning and coordination for programming, and mentor engagement.
- d. Track in-kind hours and activities related to AYM volunteers.
- e. Manage the offboarding process for volunteers as needed.
- f. Collaborate with youth service partners across the city to share and learn best practices for volunteer engagement.
- g. Track engagement and moves management related to volunteers for AYM.
- h. Coordinate with the programs team to anticipate and plan for volunteer needs, issues, and problem solving strategies.
- i. Coordinate day-to-day volunteer engagement for AYM needs, including van driving, meal planning for programs and mentoring youth.
- j. Coordinate and plan events for AYM volunteer appreciation and recognition as well as recruitment.

IV. Other Duties

- a. Assist with other duties as assigned
- b. Advocate for the mission of AYM in spheres of influence

CHARACTER:

Resilience: Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. --- Maintains composure and direction in high pressure situations. Accepts negative feedback in a constructive manner and adjusts behavior accordingly. Offers positive feedback to those in your care when necessary, and capable of maintaining a positive attitude when others don't respond well. --- Encourages others to stand strong in the face of adversity

Accountability: Holds oneself accountable for measurable high-quality, timely, and effective results. Determines objectives and sets priorities. Accept responsibility for mistakes, have a plan for solution. Complies with established policies, process, and procedures in accordance with all Best Practices. --- Investigates conflict or missteps in policy, procedure, or conduct and encourages individuals to take responsibility.

Interpersonal Skills: Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations, including students, parents, staff, volunteers and others always—but especially while representing Akron Youth Mentorship.

Teachable Heart: Willing to learn new ways, tools, information, etc. in order to love and equip the team and students better. Longing to learn/understand truth and context more.

COMPETENCIES:

Conflict Management: Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner. Manages frustration in personal conflict as well as the conflicts of others.

External Awareness: Well aware of the surroundings and local current events that can impact the temperature of the communities we serve and the neighborhoods we drive through. Spatial awareness is also important to the physical safety and public safety of self and other children.

Flexibility: Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles. Able to go with the flow and manage frustrations of changing plans and environments. --- Be gentle and skillful in coaxing those struggling with flexibility into the right direction.

Communication (Written and Oral): Can communicate needs, wants, ideas, frustrations, etc., in a clear, concise, and timely manner. As well as the ability to listen well to the communication of others. Should be willing and able to use whatever means necessary (call, text, email, etc.) to gather needed information and deliver information as needed.



Youth transformed by grace, one life at a time

QUALIFICATIONS:

1. Must be in agreement with the Akron Youth Mentorship Statement of Faith.
2. Must be committed to the Vision and Mission of Akron Youth Mentorship
3. Bachelor's degree in Nonprofit Management, Communications, Operations, and/or related field.
4. Highly organized with ability to manage multiple tasks, attention to details in maintaining records and ensuring smooth day-to-day operations.
5. Strong leadership skills and able to coordinate people and tasks to accomplish goals.
6. Excellent communication skills, verbal and written.
7. Excellent problem solving skills, able to identify issues, develop solutions, and implement them effectively.
8. Excellent relationship management skills, able to communicate clearly to volunteers and follow through on tasks committed.
9. Interpersonal skills to build relationships, manage conflicts, listen with empathy and work collaboratively with diverse groups.
10. Adaptable and able to handle changing priorities and emerging challenges.
11. Proficiency in using fundraising software and CRM systems. Experience in DonorPerfect preferred.
12. Fluent and comfortable with technology and leveraging productivity tools for efficiency.
13. Financial acumen.

Review:

1. All staff are subject to reviews ranging from 3-12 months and will be notified of the frequency prior to starting.
2. As Akron Youth Mentorship is a non-profit in an ever changing climate, know that functions, qualifications, character needs, and competencies are subject to change and will be agreed upon at review if any changes are necessary.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name Employee's signature

Today's date: _____

Supervisor name Supervisor signature

Today's date: _____