



Operations Manager – JOB DESCRIPTION

Avenues For Justice (AFJ) is a community-based, non-profit organization which provides alternatives to incarceration and crime prevention programs to youthful offenders and at-risk youths in Manhattan. Each year we serve over 400 youthful offenders and at-risk youths with a 90% success rate, through our unique blend of individual advocacy services, site-based activities on the Lower East Side and East Harlem, and referrals to partner organizations.

OVERVIEW OF POSITION: The Operations Manager reports directly to the Chief Operating Officer. The Operations Manager will assist the Chief Operating Officer with all the day-to-day administration of the organization.

Specific responsibilities include the following:

Administrative:

- Assist the Chief Operating Officer in the day-to-day management of the organization including human resources management, program development and implementation, technology, strategic planning, social media, fiscal management, fundraising and Board support.
- Develop, manage and maintain efficient administrative systems including personnel policies; office systems; fiscal management; office supplies; website development and maintenance; client and donor records; and other computer and database support.
- Provide administrative support to management team.
- Serve as one of the agency's representative at meetings and events as assigned by the Chief Operating Officer.

Programming:

- Develop outreach materials, disseminate program information, update agency brochures and fact sheets.
- Network with other social service providers and oversee referrals for the organization's programs.
- Respond to requests for programmatic information that come through the organization's website, social media or telephone.
- Collaborate with the program staff to implement agency wide events and open houses.
- Provide administrative supportive to program staff.

Community/Public Relations:

- Assist the Chief Operating Officer in the development of all press materials, publications, including press releases, publications, annual report, newsletter, etc.
- Assist the Communications and Data Specialist in maintaining the website and utilizing social marketing tools to generate visibility for the organization's initiatives.
- Promote visibility and support through ongoing networking with funding sources, government agencies, and other potential corporate partners as assigned by the Chief Operating Officer.

Financial:

- Assist the Chief Operating Officer in the development of all donor reports in Salesforce, monthly reports, quarterly reports, and budget modifications.
- Support the Chief Operating Officer in the implementation of fiscal policies and procedures.
- In partnership with the Chief Operating Officer assist with the coordination of the annual audit.

Board of Directors and Advisory Council Relations:

- Assist the Chief Operating Officer in supporting all Board of Director, Board committee and Advisory Council activities, including sending out meeting notices, developing agendas; recording and writing all minutes; and developing supporting materials.

Fundraising:

- Assist the Chief Operating Officer and development consultant in all fundraising initiatives, including grant writing, special events, direct holiday appeal, planned individual giving campaign, donor cultivation and acknowledgement.
- Take an active role in identifying and cultivating new funding sources.
- Maintain and update foundation, corporation, and individual donor files including tracking interactions, address changes, unsubscribes and recording donor information in Salesforce database.
- Track and report on all fundraising expenses by entering and maintaining Salesforce database and reconciling database with bookkeeper.
- Assist in creating materials and coordinating details for the annual gala.
- Support the Junior Board's efforts, such as cultivation events, fundraisers, and other initiatives that help to raise the organization's profile.
- Assist in arranging and preparing for visits from individual donors and institutional funders.

The Operations Manager may be asked to perform additional duties as assigned by the Chief Operating Officer.

PERSONAL QUALITIES, EXPERIENCE AND CREDENTIALS DESIRED:

- 6-8 years of nonprofit administrative, social work, fundraising and program experience is highly desirable.
- Bachelor's degree required; Master's degree preferred.
- Is passionate about and committed to working in the nonprofit sector.
- Proven strength in administration, financial management, human resources management, program development, board support, special events, public relations, social marketing, technology and fundraising is required.
- Strong computer literacy in Word, Excel, Salesforce, QuickBooks, etc.
- Database experience is required; Salesforce strongly preferred
- Knowledge of website development and social media; Drupal strongly preferred.
- Ability to work autonomously; think strategically; and be proactive.
- Must demonstrate flexibility, professionalism, creativity, compassion & a sense of humor.
- Can foster and maintain a positive morale and a sense of teamwork among staff
- Strong written and oral communication skills are a must.
- English fluency; Spanish fluency is a plus.
- Full time, Monday-Friday schedule; some occasional evening work and weekend work will be required.

Interested candidates should email their cover letter and resume to:

Elizabeth Frederick, Chief Operating Officer

Email: efrederick@avenuesforjustice.org