

Samaritan Ministry of Greater Washington (SMGW)

Position Description: Director of Operations (DO)

Full Time, July 2017

Mission

SMGW is a non-profit organization of partner organizations committed to empowering individual participants to make transformative changes in their lives through a practice of rigorous compassion and coaching from trained caseworkers. This is accomplished following the Next Step approach by which participants set goals and take small achievable “next steps” toward meeting those goals, including taking advantage of supportive services to build personal capacities or overcome personal barriers. Our mission includes intentional engagement with volunteers many of whom experience life-changes for themselves in this process. SMGW goals for mission expansion center on reaching participants where they are through satellite sites anchored in partner institutions; casework for the chronically homeless; and, a direct employment pipeline. Though we are a faith-based organization, SMGW has no religious requirements for its participants.

Position Summary

Under supervision of the Executive Director (ED) the DO is responsible for Samaritan Ministry’s basic day-to-day administrative operations. With the ED, this includes managing and meeting human resource-related, information technology resources and requirements, budget oversight, and the administration of government grants in collaboration with the Deputy Director of Program (DDP) and others. This includes but is not limited to organizational operations at the main offices as well as more limited support for satellite offices. The incumbent is the primary interface with both our contracted IT specialists and our contracted accountants. The incumbent is part of the management team, and advises/informs the ED confidentially on particular personnel matters, staff culture, IT needs and general operations. While the incumbent does not draft the organizational budget, s/he needs to have a thorough analytical understanding of the budget and budget policy as the incumbent plays a key role in the budget process. While the incumbent does not do the bookkeeping, they need to be conversant in QuickBooks (QB), DonorPerfectOnline (DPO), and Excel. The DOB does not oversee particular staff but shares management of overall operations with the ED.

Qualifications & Requirements

- Bachelor’s degree in administration, personnel management, or the like OR a Bachelor’s degree in another field plus a minimum of 3 years’ experience in administrative and personnel management, including but not limited to budget oversight and experience.
- Complete computer literacy including but not limited to fluency with QuickBooks, MS office Suite, and at least one Donor Database, e.g. DonorPerfect. Specialized training and experience in accounting and/or IT fields is a significant asset.
- Proven attention to detail through prior work experience in similar role(s).
- The minimum 3 years’ experience in administrative management must include (but not be limited to) experience negotiating vendor contracts, as well as the administration of and reporting for local and federal government grants.

- At least 3 years' experience in non-profit management, ideally including professional experience with a faith-based non-profit and/or church.
- Strong analytic, problem-solving and writing skills.
- Strong human relations skills, especially related to human resource matters and staff culture.

Professional Responsibilities

Administrative Management

- Advises, informs and consults with Executive Director on the full range of administrative management issues, including but not limited to compliance with external and IT requirements, rental agreements and other administrative or service contracts, as well as policies and procedures for operations and personnel. This also includes confidential consultation on individual personnel matters as well as overall staff culture. While the ED makes hiring and firing decisions, the DO is the ED's "eyes and ears" for both particular staff concerns and issues in staff culture generally.
- Administratively assists the ED and other supervisors in advertising and searching for new employees.
- Administers approved government grants, their requirements and reports, in collaboration with the Deputy Director of Program (DDP), our accountants, and key others. Prepares monthly grant financial reports for submission to government funders.
- Oversees procurement of goods and services, including vendor negotiation/relations, inventory of routine supplies, contracts and leases. Approves invoices.
- Processes biweekly payroll. Collects timesheets and maintains records of employee leave balances.
- Administers personnel benefits, including vendor relations, employee orientation, enrollment, etc.
- Administers the various organizational insurance policies and coverage.
- Oversees inventory of office equipment and furniture including but not limited to maintenance, repair, replacement, and disposal in support of the team leaders at our various sites.
- Manages building and grounds operations/maintenance at office locations where we are partially or totally responsible, including landlord relations and contract/volunteer labor.
- Oversees security and safety of buildings and computer systems, including locks, keys, passwords, alarm systems, smoke detectors, fire extinguishers, etc.
- Maintains SMGW central files including HR, financial, organizational and other files as directed by the Executive Director and/or appropriate others.
- Oversees telecommunications, internet and computer systems maintenance and operations: Services, networks, hardware & software, vendor relations, employee training and support, etc.

- Serves on the management team and, as part of that team, shares in the leadership for staff meetings and retreats. Also shares in overall management of the agency via appropriate SMGW committees and board members, notably the Finance Committee and NW Property Committee.

Budget Development & Oversight

- Coordinates budget oversight and development with the Executive Director, our contracted accountant(s), and other staff as needed. This includes but is not limited to holding relevant staff accountable for their respective expense lines.

Manages cash-flow for the agency advising the ED on Line of Credit use Ensures client assistance accounts have sufficient funds for direct assistance. Manages petty cash and postage.

- Collaborates with our accountants and others in preparation for the yearly financial audit.

Other Duties as Assigned by the ED

To apply, send resume and a cover explaining why you think this might be a match for you and SMGW to (The Rev.) David B. Wolf, Executive Director, Samaritan Ministry of Greater Washington (SMGW).

E-mail address: dwolf@samaritanministry.org