



Safe Children, Stable Families, Supportive Communities

Position Description

Title: Manager of Operations (Full-time, 40 hours per week)

Reports to: Executive Director

Updated: November 2018

Public Children Services Association of Ohio (PCSAO) is a nonprofit, membership-driven association of Ohio's county Public Children Services Agencies that advocates for and promotes child protection program excellence and sound public policy for safe children, stable families, and supportive communities.

Specific Responsibilities:

- *Fiscal Management* – oversee the day-to-day bookkeeping for the 501(c)(3) organization using Quickbooks, including accounts receivable, accounts payable, records maintenance, reporting, reconciliation; administer payroll via payroll vendor and employee benefits via vendors; maintain accounting filing system, financial contracts, general ledger, and account charts; assist with agency budgeting and external annual audit; oversee procurement activities, including issuing and processing monthly and outstanding invoices; and assist the Executive Director with fundraising efforts, including promoting such opportunities to sponsors.
- *Grants Management* – oversee bookkeeping and record maintenance for multiple state and federal grants in conjunction with contracted accountant; acquire and maintain all grant-related financial documents, supporting documentation, and contracts; record and reconcile all grant transactions in Quickbooks; process and track grant expense payments including to subgrantees and contractors; work closely with grants director(s) to ensure appropriate accounting of expenses; ensure subgrantees are informed of pertinent grant deadlines and reimbursement compliance; prepare monthly, quarterly, and annual grant fiscal reports; and ensure accurate fiscal and program reporting to funders.
- *Office Management* – oversee office operations including monitoring leases, building maintenance and office issues, equipment needs, and permanent and secure file storage; negotiate and secure office purchases; manage and maintain office and insurance records; act as liaison with building management; assist in developing and implementing office and personnel policies; build, monitor, and improve operational systems, processes, and policies to support the organization; assist in setting up and taking down for in-house meetings; preparing materials for meetings; in coordination with the assistant director, manage human resources needs including new employee onboarding, accurate and complete personnel records, employee benefits, timesheet maintenance, and appropriate employee reimbursements; serve as liaison with payroll vendor and ensure accuracy of payroll processing; serve as liaison for IT issues and

- troubleshooting; maintain the organization's general public email address, distribution lists, online accounts and subscriptions; post information to website including maintaining the online job board; serve as a primary contact for the association for mail distribution, phone calls, events, and office operations contracts; and assist in developing and disseminating the association's weekly update E-newsletter.
- *Events Management* – oversee the association's annual three-day statewide conference including managing the budget, selecting workshops and speakers, training credits, and conference evaluations; oversee all hotel and on-site logistics for the conference; manage the sponsors program; develop conference advertising; design and manage conference registration; create conference brochure; lead the conference committee and any contracted conference assistant in planning and managing the conference and volunteers; assist staff with other events throughout the year including negotiating contracts at meeting locations, securing speakers and training credits, promoting the events, and preparing materials and evaluations of such events.

Qualifications:

- Bachelor's degree in business, finance or a related field. Master's degree in Business Administration (MBA) or similar advanced degree highly desired.
- A minimum of three to five years of experience in organizational, financial and general management – thorough understanding of finance, full range of business and office functions and systems, including strategic development and planning, budgeting, business analysis, information systems, human resources, and marketing in an environment related to nonprofit organizations.
- Ability to think strategically and creatively, anticipate future trends and consequences, and incorporate them into the organizational plan.
- Ability to effectively build organization and staff capacity, develop and support a workforce, and promote processes that ensure the organization runs smoothly.
- Able to work independently within the context of a team-oriented organization; be action oriented; able to act and react as necessary; not afraid to take charge of a situation; and be highly organized.
- Must have strong communication skills, accounting knowledge with Quickbooks or similar software, and Microsoft office skills.
- Preferred experience supervising staff and contracts.
- Preferred experience coordinating events.