



ST. JOSEPH Social Service Center

118 Division Street, Elizabeth, NJ 07201, phone: (908) 354-5456, fax: (908) 354-1433, www.sjeliz.org

Operations Manager Job Description

St. Joseph Social Service Center is a 501(c)3 nonprofit organization in Elizabeth, New Jersey. Founded in 1983, the agency serves the homeless and poor in Elizabeth and surrounding communities. The organization offers a wide variety of programs to provide basic necessities as well as support services to families and children in need. St. Joseph's fulfills its mission through a dedicated team of four full time staff, ten part time staff and hundreds of volunteers who come from dozens of towns in Union, Morris, Essex, Somerset and Middlesex counties.

The Operations Manager (OM) works in partnership with the Executive Director (ED) to execute the strategic mission of St. Joseph Social Service Center (SJSSC). This is a cross-functional leadership position working in conjunction with all of our team to plan, execute, and monitor the center's daily operations. The OM assists the ED in safeguarding and perpetuating SJSSC's culture internally and externally to stakeholders and partners and promotes organizational growth by streamlining procedures. The OM actively participates in developing short and long-term strategic planning with the Board. This position reports directly to the ED.

The OM is a new position for SJSSC. We will be adding new buildings to our site, renovating existing spaces, and enhancing our operational model. This will increase the complexity of our operations and necessitates the creation of this on-site, hands-on position.

Requirements:

- 5-7 years of Management experience with demonstrated ability to manage multiple people and priorities
- Bachelor's degree
- Excellent verbal, written, and interpersonal communication skills
- Some knowledge of Food Pantry or Non-Profit operations
- Ability to foster a cooperative team environment while also delegating responsibility
- Proficiency in major software applications (Microsoft and Google applications) and aptitude for new software applications
- Bi-lingual English/Spanish is preferred
- Occasional evening/weekend work is required

Responsibilities:

Operations

- Develop and implement plans for the operational infrastructure including systems, processes, resource planning, and staff development to further SJSSC's strategic objectives.
- Lead /focal point for day to day operations including planning for migration to new buildings.

"Share your bread with the hungry and shelter the homeless poor" - (Isaiah 58)



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- Assess operations 6 months-1 year ahead for any challenges or to meet the needs of strategic shifts within SJSSC
- Develop and execute procedures for all food distribution infrastructure beginning with receiving food through distribution to clients.
- Work with the Food Program Director to ensure optimal inventory levels are maintained.
- Work with Facilities Director to ensure vehicles, plant and equipment are maintained. Promote a healthy and safe work environment.
- Lead the Volunteer team (with support of Volunteer Coordinator) to ensure adequate and appropriate volunteers and staff are available to execute daily functions.

HR/Finance

- Develop Annual Operating Budget for approval by ED and Board.
- With Board Policy Committee and ED, refine human resources policies and procedures. Review and update employee handbook.
- Assist ED in the creation and execution of programs aimed at employee development and retention
- Develop staff and volunteer training protocols

IT/Infrastructure

- With IT consultant as required, conducts periodic review of systems infrastructure and applications, makes recommendations and oversees improvement projects as needed

Programs

- Assist ED and Program Managers in the evaluation of SJSSC's programs and services
- Coordinate the Clothing Distribution, Giving Tree, School Supply, Toy Sale, and additional programs in partnership with the Case Management/Client Service Team.
- With ED and Program Managers develops operational procedures to execute new and existing programs

Support of Fund Development

- Provide exceptional and professional customer service to clients, donors, volunteers, and visitors, welcoming all with dignity and respect
- May be asked to participate in specific Development functions i.e., tours, special events, etc.

Direct Reports: Resource Coordinator (staff); Volunteer Coordinator (Volunteer)

Full time, salaried position

Contact: Bernadette Murphy, Executive Director (bmurphy@sjeliz.org)

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