



Operations Manager

The Community Foundation for Greater Buffalo (Foundation) is seeking to hire an Operations Manager.

JOB SUMMARY

The Operations Manager (OM) is a member of the Operations Team and reports to the Chief Administrative Officer (CAO). This position will provide critical operations support to members of the Foundation's Leadership Team and the Foundation's various Function and Project Teams, in managing several key areas, including but not limited to: operations, facilities, information and technology, and human resources.

AREAS OF KEY RESPONSIBILITIES:

Operations Function:

The OM coordinates the Operations Function which provides the Foundation's Function and Project Teams with the resources, infrastructure and support needed to do their jobs in a proficient and effective manner in the following ways and areas:

- Coordinates the delivery of cross-functional administrative and project based support
- Proactively identifies office needs, problems, or issues and resolving them in a timely fashion
- Establishes, implements, and monitors systems so that they are efficient and effective
- Systematically develops and monitors the Foundation's operating policies and procedures to make sure they are in place and operating effectively
- Assists in designing, issuing and evaluating requests for proposals, negotiating services and contracts with Foundation vendors and consultants to maximize cost savings and ensure an optimal level of service
- Manages administrative and facilities functions to ensure they are well-organized and provide for consistent operations
- Ensures that office equipment is well maintained, operating effectively and procedures are in place to ensure Foundation Team Members are proficient at using office equipment
- Risk management:
 - Serves as a member of the Foundation's cross functional risk management team
 - Security protocols,
 - Emergency procedures,
 - Insurance assessments and renewals
- Process improvement:
 - Leads or participates in initiatives or activities that improve the quality, productivity, and response time of the Foundation's business process, by removing non-value adding activities and costs
- Project management:
 - Practices and operationalizes the principles, techniques, and tools used in planning, controlling, monitoring, and reviewing of projects that are undertaken

Team Management:

- Fosters collaboration within the Foundation's Teams
- Ensures that the Operations Support Team is working at capacity and the other Foundation Teams are using the operations support resources to the fullest extent possible

Facilities:

- Ensures that the Foundation's workspace is meeting the needs of the Foundation Team Members and is suitable for the various community partners that also use the Foundation's workspace including cleanliness, security and parking
- Serves as liaison with building management on workspace maintenance and renovation issues

Information and Technology Systems:

- Works with the CAO, IT consultant, technology providers and Foundation Team Members to pro-actively research, implement and regularly review technology solutions that increase productivity and accomplish organizational needs and objectives in an efficient and effective manner. This includes ensuring the integrity of data used and maintained by the Foundation's various information systems.
- Is the Foundation's point person on IT issues and serves as the liaison to the external IT consultant. The OM provides IT assistance in between the consultant's visits and is responsible for: troubleshooting IT issues as they occur, assigning cases to the IT consultant's help desk and monitoring the satisfactory resolution of such requests.
- Coordinates the ongoing services of the IT consultant and manages, with their assistance, upgrades and the procurement of IT equipment and software when needed.
- Ensures software and systems are in place, with sufficient knowledge of software and systems, to support and educate Foundation Team Members so they are proficient at using the various software platforms (MS Office, FIMS), telephones, copiers, and conference room technology (computers, projectors, webinars, teleconferences and videoconferencing equipment/software) which may be used on a daily basis.
- Proactively collaborate with software vendors, and other Foundation Team Members, in optimizing the functionality of the various software platforms used by the Foundation, including but not limited to the following areas:
 - Insuring software updates occur as needed and that they are handled appropriately;
 - Exploring options for possible modifications to the software to better meet the Foundation's needs, contacts and works with vendor's technical support professionals to troubleshoot issues when then occur;
 - Monitoring, reviewing and staying current with the various available training resources that vendors offer;
 - Being timely and effective in implementing available training resources to Foundation Team Members that the OM believes would improve the Foundation's overall functionality and proficiency in using these software platforms.
- Works with the CAO, IT consultant, technology providers and Foundation Team Members to ensure that processes, training, methodologies, procedures, and tools are in place that will prevent, detect, document and counter threats to digital and non-digital information in a manner so that the Foundation's information is kept protected, confidential and available.
- Ensures policies and procedures are in place that will allow for effective data and information management. This would include record retention and archiving of electronic and paper records and communications.

Human Resources:

- Assists in the operational and administrative functions of talent recruitment by working with the hiring manager, when requested, providing support in the following areas:
 - Drafting of formal job descriptions and employment postings,
 - Posting open positions using various sources,
 - Identifying potential candidates, initial screening of applicants, scheduling of interviews, receiving and tracking applicants in different stages of the evaluation process, reference and background checks, and assessment testing.
- Assists with the onboarding and orientation of new Team Members
- Serves as the CAO's liaison with the external Professional Employment Organization and assists the CAO, when applicable, in areas of regulatory compliance, employee manual review and revision, policy changes, benefits program review and selection, education of Team Members on benefits programs, completion and submission of employment and benefit plan documents.

QUALIFICATIONS

- Minimum education: Bachelor's degree. Preferred education: Advanced degree in related or complementary field, including J.D., M.B.A., C.P.A., IT certifications
- Five years or more of progressively responsible experience in a majority of the areas and responsibilities noted above
- Ability to and past experience with managing consultants
- Proven project management experience, including the ability to prioritize and deliver multiple projects within tight deadlines
- Strong interpersonal skills and demonstrated ability to establish and maintain effective relationships with persons of diverse backgrounds
- Experience in communicating in a persuasive, credible manner, in person, in digital settings, and in writing and presentations
- Computer proficiency in all Microsoft components along with good technology and computer presentation skills including the ability to apply software knowledge

ABOUT THE FOUNDATION:

The Foundation is a public charity dedicated to helping clients make the most of their generosity. Our mission is connecting people, ideas and resources to improve lives in Western New York. For 98 years the Foundation has managed endowment funds for individuals, families and organizations, and is currently home to over 800 named funds. The Foundation has a very clear vision: A vibrant and inclusive Greater Buffalo region with opportunity for all.

APPLICATION PROCEDURE

We're looking for top talent: people who want to use their abilities to make a lasting difference. If that's you, then please send a cover letter explaining your interest in this position and what you would bring to the Community Foundation for Greater Buffalo. Send cover letter and resume as a single Word or PDF document via email to: Jobs@CFGFB.org. No calls please.

Application deadline: Open until filled.

The Community Foundation for Greater Buffalo is an equal opportunity employer committed to valuing diversity and practicing inclusion.