Operations Manager, Community Programs

REPORTS TO: Managing Director, Strategic Impact & Partnerships

DATE: April 28, 2020

APPLICATIONS DUE: Open Until Filled

VISIT US ONLINE: www.seattlefoundation.org

Who Are We?

The heart and science of philanthropy
Greater Seattle is changing and growing, and so is Seattle Foundation. “The heart and science of philanthropy” is the intersection of passion and discipline to create lasting change. As the community’s foundation, our mission is to ignite powerful and rewarding philanthropy to make Greater Seattle a stronger, more vibrant community for all. We work with more than 1,200 individuals, families, and corporations to strategically invest their philanthropic resources in ways that inspire continued giving. We also partner with philanthropic institutions, government agencies, community organizations, and businesses to catalyze positive change in our community across a range of issues.

Our organizational culture is one of engaged teamwork, where we support one another in reaching our collective and individual goals while constantly learning along the way. Our office is located in the downtown core of Seattle, however, our reach is much broader than that – we focus on Greater Seattle and the Eastside and also support donor interests across the country and around the globe. We seek individuals to join our 40+ (and growing!) team who are committed to our vision of a stronger, more vibrant community for all; collaboratively finding solutions; continually improving, and going the extra mile in service of our philanthropic partners and the broader community. We’re in the midst of an exciting evolution in our work. More information about Seattle Foundation can be found at www.seattlefoundation.org.

What’s the Opportunity?

As a member of the Community Programs team, the Operations Manager drives Community Programs operations, cohesion, and program effectiveness by providing project management, team coordination, and leadership to ensure the Community Programs team can effectively achieve advancing racial and economic equity in Greater Seattle. The Operations Manager works with the Chief Officer and Managing Directors of Community Programs, to assess and improve team-wide operations and efficiency as well as cross-team functionality. This role provides operational leadership to Community Programs Team’s day-to-day activities, grantmaking, and cross-team engagement in service of driving greater racial and economic equity throughout the greater Seattle region through our programming. The role further provides people management and oversight of administrative responsibilities including data entry, knowledge management, scheduling, and meeting support for the Community Programs team.

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Updated April 2020 by MV
As the Operations Manager you will drive team coordination and efficiency:

- Guide design, implementation, assessment and oversight of efficient processes and procedures including Meeting and facilitation best practices, Project management, Grantmaking best practices and coordination across programs, Standardization and documentation of internal policies and procedures related to executing Community Programs’ Theory of Change
- Coordinate team activities including planning and facilitating team meetings, planning training and managing internal communications and planning
- Design, implement and maintain oversight of efficient and effective processes and procedures for team planning, program management, grantmaking coordination, and cross-team processes and procedures
- Standardize and document internal policies, procedures related to executing Community Programs’ Theory of Change
- Work with Chief Officer and Managing Directors to execute and achieve team culture and cohesion goals
- Oversee and implement ongoing projects tied to grantmaking effectiveness & coordination
- The lead project, manage continuity, facilitate conversations and creation of tools
- Serve as a People Manager to the team’s Administrative Coordinator to drive internal team processes and cross-team coordination

Provide leadership and consistency to cross-team functionality:

- As a part of Special Ops, x-team Operations staff group, execute cross-team solutions to emerging needs and lead one or more annual Special Ops project designated by the Managing Director, Technology & Operations
- Reinforce priorities of Special Ops within Community Programs to ensure foundation-wide adoption of best practices
- Serve as liaison to other foundation departments in support of cross-team planning, project and budget management, execution of programs and day-to-day operations
- Work across departments to ensure consistent knowledge and information is being shared
- Support integration of Foundation-wide priorities and culture into CP Team operations
- Track team progress on organization-wide goals, priorities, and budgeting

Provide operational leadership to Community Programs Team’s day-to-day activities:

- Forecast & develop annual operations & grantmaking budget in partnership with Managing Directors
- Track & reconcile team operating expenses; provide monthly reconciliations & quarterly budget updates to Managing Directors and finance department
- Prepare materials for quarterly CP Committee meetings
- Work with Marketing and Communications Team on the calendar of events and blogs
- Oversee the invoice process, grantmaking data entry, website maintenance, contract development, and reimbursements
- Serve as a point person for external operational relationships (training, consultants, etc.)

Support team cohesion and coordination:

- Submit and coordinate team bi-weekly project/program updates
- Submit monthly credit card logs & submit/approve timecards for self & direct reports
• Model the behaviors and values of Seattle Foundation
• Attend and participate in all Seattle Foundation meetings (e.g., check-ins, monthly team meetings, All Hands)
• Respond to Seattle Foundation colleague's needs as questions, support or coverage are needed

What Are We Looking For?

Preference will be given to candidates with the knowledge and demonstrated experience in:

• Bachelor’s degree in business or public administration or related field or 3 – 5 equivalent experience
• 3 – 5 years progressively responsible experience in project management
• 1 – 2 years of nonprofit operations experience
• Experience managing and leading technical cross-functional teams
• Project Management Professional (PMP) certificate preferred

We are also looking for:

• Demonstrated ability to interact respectfully and cultivate relationships with people of diverse backgrounds, perspectives, and cultures.
• Excellent organizational and leadership skills.
• Ability to identify, analyze, develop and implement operational process and policies
• Analyzing training needs/requirements
• Excellent interpersonal communication and organizational skills to coordinate and manage projects
• Ability to direct and organize program activities.
• Ability to research special projects, respond timely inquiries, and present written/oral briefings
• Ability to work with details and time-sensitive issues
• Good decision-making skills and response to high-pressure situations

What Can You Expect?

A collegial work environment; a competitive salary and excellent benefits, including health insurances (medical, dental, vision, and long-term disability); a generous retirement plan match; and vacation/sick leave.

What are the Physical Demands and Working Conditions?

The physical demands and characteristics of the work environment described here are representative of those occurring in the performance of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
This position works in an office, and the noise level in the work environment is usually low to moderate. While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals, i.e. copier toner.

How Do I Apply?

As an equal opportunity employer, Seattle Foundation is committed to a diverse, multi-cultural work environment. Seattle Foundation does not discriminate in employment on the basis of age, race, creed, gender, religion, marital status, veteran's status, national origin, disability, or sexual orientation. People of color, people with disabilities, and people of diverse sexual orientations are encouraged to apply.

Please send a cover letter and resume to hr@seattlefoundation.org. The position is open until filled.