



## DESCRIPTION

**Name:**

**Start Date:** Immediate

**Supervisor:** Chief Executive Officer

**Location:** Apple Valley & City of San Bernardino

**Position:** Operations Manager

**Classification:** Fulltime, Hourly, Non-Exempt  
\$28 - \$32 Hourly Rate

**Grade:** NE400

**Position Overview:** The Administrative Manager oversees the finance and administration functions of the organization, including finance and accounting, human resources, data management and operations. As a member of the organization's management staff, this individual acts as a critical support to the development and program teams.

### Accounting Management

- Manage and process accounts receivable and accounts payable, including payments to outside contractors and consultants, vendors, employee expense reimbursements, and payroll-related expenses
- Manage invoice approval using adequate controls and accurate coding of all payables
- Coordinate with the Board of Directors and CEO to execute fund transfers as needed
- Manage all finance and accounting documentation for the organization

### Financial Management

- Produce monthly financial statements, including statements of financial position, statements of activities, schedules of temporary and permanently restricted assets, income and expense budget variance reports and cash flow projections
- Oversee bookkeeper ensuring monthly accrual entries, bank reconciliations, trial balances, deposit preparation and related tasks required to close month-end financials
- Oversee and collaborate with finance committee/CEO to complete all financial reporting requirements for internal organizational management and external reporting purposes such as annual audit and 990 preparation
- Preparation of the annual budget and cash flow projections for approval by Finance Committee, CEO and full Board of Directors
- Lead and manage the budget development process by working closely with managers

### Data Entry, Analysis and Oversight

- Oversee key CRM platforms for client and donor management
- Key liaison with Information Technology contractor for projects and improvements
- Develop, training and oversee all workflow for data collection and input to develop metric that provide powerful storytelling opportunities to share

- Maintain client CRM, managing referrals, updating profiles and providing regular reports to other managers, board and CEO

### **Grant Reporting - Foundations and Government Agencies**

- Work with development and program staff to prepare budgets, financial schedules, invoices and other reports as necessary for accurate and timely reporting of restricted grants and other funding sources
- Assess financial and impact data for each program for use in grant reporting
- Track and report grant allocations to ensure, and billing is accurate and appropriate

### **Human Resources**

- Oversee all aspects of payroll including approval, review and submission
- On-board new staff members as well as processing terminated employees
- Manage recruitment and pipeline of open positions
- Ensure employee handbook is up to date and all policies listed are accurate
- Review, coordinate and execute annual open enrollment for employee benefits
- Ensure compliance with California Employment Laws and HR Practices
- Monitor Risk Management issues & provide staff training on a timely basis
- Review personnel policies to remain in compliance with applicable State, Federal and National CASA Standards
- PHR (Professional in Human Resources) or SHRM-CP certification required. 3+ years of experience in HR is a Plus.

### **Administration and Board**

- Review all independent consultant contracts prior to signature by CEO
- Oversee renewal of all insurance policies, serve as key liaison with insurance brokers
- Research special projects as directed
- Work with CEO and managers to oversee contractual agreements with consultants and contractors, including negotiation of terms and conditions
- Serve as key liaison to Finance Committee by preparing financial reports and agendas
- Coordinate attendance, manage committee documentation (minutes, motions, resolutions) for proper governance record keeping of CASA Board Meetings
- Oversee the preparation of Board orientations & maintain board member files

### **Qualifications**

- Bachelor's degree required (Nonprofit Management, Social Work, Public Administration, etc.) preferred
- Three years' minimum work experience in administration; with at least 1 years of experience with non-profit organizations preferred
- Proficiency with QuickBooks and advanced skills with spread sheets
- Strong ability to conduct research, analyze information, and represent data effectively
- Proficiency in Microsoft Office 365 and strong CRM capabilities

- Ability to work with minimal supervision, manage multiple projects simultaneously, and multitask to prioritize and deliver results under deadlines
- Strong interpersonal skills, excellent written and oral communications skills, with experience presenting at senior management and Board level
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#### **Demonstrated Ability To**

- Communicate the mission of CASA and the goals of the organization
- Establish and maintain effective, collaborative working relationships with staff, volunteers, the courts, Children & Family Services and community partners
- Able to be discreet, maintain confidentiality and be trusted with sensitive information
- Self-directed, proactive, and motivated

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to stoop, bend, kneel, crouch, talk, hear, stand, walk, sit, and reach with hands and arms. The employee must occasionally lift, push, pull, and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.