



**POSITION DESCRIPTION**

Position Title: **Operations Manager - FT**

Position Supervisor: CAC Executive Director

<p><b>Job Summary</b></p>	<p>Working in a multidisciplinary (MDT) environment, the Operations Manager works at both a strategic and tactical level to provide oversight and management of operational activities and is responsible for creating and monitoring organizational and program budgets, grant writing and reporting, and all fiscal/bookkeeping functions. Additionally, the Operations Manager ensures organizational effectiveness by contributing to the development and implementation of organizational strategies, policies and practices. Occasional evenings and weekends required.</p>
<p><b>Essential Functions</b></p>	<p>Manage operational systems, processes and policies.</p> <p>Write and submit coherent, organized and compelling proposals, grant applications, and all grant reports to government, corporate and foundation donors.</p> <p>Maintain knowledge of all federal, state and internal grant administration requirements, policies and procedures to insure compliance with grant requirements.</p> <p>Oversee overall financial management, planning, systems and controls, including the following financial tasks:</p> <ol style="list-style-type: none"> <li>1. Develop and manage annual agency and individual program budgets, in coordination with the Executive Director.</li> <li>2. Manage cash flow.</li> <li>3. Prepare monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial and operational goals.</li> <li>4. Prepare short and long- term financial and managerial reporting.</li> <li>1. Manage day to day processing of accounts receivable and payable using QuickBooks, and producing reports as requested.</li> <li>2. Reconcile monthly activity, generating year-end reports, and fulfilling tax-related requirements.</li> <li>3. Manage grantor contracts and reimbursement requests.</li> <li>4. Maintain and organize fiscal documents and administrative files.</li> <li>5. Ensure that all accounting requests are resolved and communicated in a timely manner to internal and external parties.</li> <li>6. Develop, maintain and monitor all fundraising and accounting systems and procedures capturing all pledges, billings and receipts and for the recording of all revenue transactions, recommend and implement improvements to systems.</li> <li>7. Prepare for annual audit and serve as a liaison with all outside vendors.</li> </ol> <p>Consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of the Will County CAC at both the organizational and personal level.</p> <p>Have an essential understanding of National Children's Alliance standards and</p>

	<p>implementation of best practices.</p> <p>Communicate effectively and function in a collaborative manner within all levels of the organization, with participating agencies and within the community.</p> <p>Maintain a positive relationship with multidisciplinary team members and creatively identify and eliminate any barriers that may exist, to ensure program success.</p> <p>Attend and participate in regularly scheduled CAC staff meetings/staff development activities.</p> <p>Maintain strict confidentiality and cross-cultural awareness in the performance of all duties.</p> <p>Contribute to a work environment that is mutually supportive, respectful, and diverse.</p> <p>Maintain all case files with attention to detail and timeliness.</p> <p>Attend local, out-of-town, or overnight specialized training or peer review meetings as needed.</p> <p>Other duties as assigned by the Executive Director or added to the scope of responsibility for the position.</p>
<p><b>Education and Experience</b></p>	<p>The minimum educational requirement is a Bachelor’s degree in associated field.</p>
<p><b>Knowledge, Skill &amp; Abilities</b></p>	<p>Superior organizational skills, a must.</p> <p>Bicultural and bilingual (English-Spanish) strongly preferred.</p> <p>Background and work experience in financial management, bookkeeping, budget development, budget oversight, and grant writing/management, preferred.</p> <p>Knowledge of tax and other compliance implications of non-profit status.</p> <p>Sound reasoning, judgment, and high professional standards.</p> <p>Must be able to focus under pressure and with interruptions and meet strict deadlines.</p> <p>Must perform job duties independently, proactively, and with a variety of people in a team setting requiring significant self-direction/self-management skills and the ability to be flexible in an unstructured environment.</p> <p>Outstanding written and verbal communication skills and effective interpersonal and collaborative skills.</p> <p>Working knowledge of Microsoft Office and QuickBooks.</p> <p>Position involves sensitive and confidential information about child abuse victims and partner agency personnel at all levels. Strict confidentiality must be maintained.</p>
<p><b>Other Requirements for Employment</b></p>	<p>Must pass a thorough criminal background investigation.</p> <p>Must have own means of transportation, valid driver’s license and proof of insurance as travel throughout Will County is required.</p>
<p><b>By signing this position description, I am indicating that I understand and accept the duties as described above and will do my best to meet these expectations. I understand that this is not an exhaustive list of job duties, but rather a general description of the job I am expected to perform.</b></p>	

**EMPLOYEE NAME (PRINT)** \_\_\_\_\_

**EMPLOYEE SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**EXECUTIVE DIRECTOR** \_\_\_\_\_ **DATE** \_\_\_\_\_