

## Position Description

### Operations Manager

[ResultsLab](#) is a Colorado-based strategic consulting firm focused on program excellence, performance measurement, evidence-based practice, and organizational effectiveness for social good organizations. We provide program design, performance measurement, evaluation, and evidence building consulting services to nonprofits, public agencies, and philanthropy. Our work includes a variety of projects from training and technical assistance with social good organizations, to one-on-one work with individual organizations to improve program rigor, align measurement strategies to organizational needs, and increase capacity for data-driven improvement. Our primary approach is to build organizational capacity within our clients' organizations, building a mind set, skill set and tool set for data-informed decision-making. Please see our company [values](#) for more information.

This position will serve to support the CEO with operations and finance needs for a growing social good organization including such areas as operations systems, finance, HR, IT, marketing and contracts. Responsibilities will include leading development and maintenance of operational and financial systems and processes. This is a part time position – 20-25 hours/ week.

### Job Responsibilities:

#### Operations

- Develop and implement standard operating procedures and templates for contracting, operations and finance
- Draft proposals, scopes of work and associated budgets in collaboration with Impact Services
- Manage operational aspect of the client engagement process including finalizing contracts, managing invoicing, administering client feedback surveys
- Coordinate and manage payroll, retirement, benefits and human resources records
- Update and manage operating support systems (CRM, QuickBooks, etc.) for invoicing and project management
- Prepare for and lead monthly operational, quality and financial KPI review
- Maintain records for staff, office space, telephones, parking, credit cards and office access
- Manage IT including hardware, software and support services
- Purchase supplies and equipment for the office
- Support development and implementation of subscription web platform

#### Legal and Contracts

- Support CEO in IP and Trademark matters
- Manage client and subcontracting processes. Ensure client and vendor contracts are current, accurate and being properly billed and paid. Oversee the issuance of 1099 tax forms.

- Review issues of legal compliance and liability for the organization's operations

#### HR and Benefits

- Manage HR system
- Work with insurance vendors/broker to research benefit plan options. Manage company plans/premiums and annual open enrollment. Prepare and distribute annual benefit information to employees including costs and option comparisons.
- Administer retirement plan, prepare monthly payments and employee enrollment
- Maintain employee handbook
- Plan, coordinate and support annual employee Out Living It Day

#### Executive Administration

- Coordinate training sessions including locating and booking appropriate space and amenities
- Manage scheduling for CEO
- Manage travel arrangements for team

#### Finance

- Manage bookkeeping, financial reports, track, record, and manage accounts payable/accounts receivable
- Manage expense reporting process and payments
- Develop standard and custom proposal budgets in collaboration with consulting team, determining appropriate staffing and line items
- Develop/maintain relationships with accountants, clients, vendors
- Manage financial statements, reporting, annual audit, insurance and tax documents
- Develop and monitor financial metrics to review with senior team

#### **Preferred Qualifications:**

- Bachelor's degree in business administration or a related field, plus 5 years of relevant experience or an equivalent combination of education and experience
- Highly organized and efficient with a track record of follow-through
- Flexibility to jump in where needed in a growing social good organization, lending a hand where needed
- Excellent time management skills and exceptional attention to detail
- Demonstrate flexibility, exercise good judgment and sound decision-making ability
- Excellent problem-solving skills
- Self-directed, able to set clear targets and achieve results
- Maturity and integrity when handling confidential information
- Knowledge of QuickBooks, Insightly, and Active Campaign
- Microsoft Office intermediate or advanced (Excel, Word and PowerPoint)
- Excellent written and verbal communication skills

ResultsLab cultivates a flexible and innovative work environment finding new solutions for impact in the social sector and focusing on excellence for those we serve. To be considered for this position, send a resume and cover letter [resumes@ResultsLab.org](mailto:resumes@ResultsLab.org).