

OPERATIONS MANAGER

Founded in 1957, Big Brothers Big Sisters of Greater Chattanooga is the area's largest youth mentoring organization. Our vision is that all youth achieve their full potential, and our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our work is guided by our core agency values.

Integrity – We champion integrity in how we execute our programs with open, honest communication.

Thought Leadership – We drive creative thinking in the youth mentoring space.

Access, Belonging, and Opportunity – We are intentional in creating access for all, fostering a sense of belonging among those we serve and represent, and expanding opportunities and thrive within our community.

Safety – We prioritize safety, and all our decisions are driven by the safety of the youth and their families, our volunteers, and our staff.

Excellence – We deliver high-quality program support as evidenced by the metrics for safety, customer service, and long-term impact.

Enthusiastic Contribution – We view our people and the people we work with as a gift. We show it by adding value to every person and situation we encounter.

Benefits

- Starting Salary: \$55,000
- 4-Day workweek (Full-Time, 32 hours/week) with occasional remote workdays
- Health Insurance (Employee contribution of \$20/month for employee-only coverage; rates vary for additional dependents, Telehealth through TextCare is included at no additional cost)
- Dental, Vision and Short-Term Disability Insurance
- Retirement Benefits
- 10 Vacation Hours and 10 Sick Hours Accrued Each Month

Position Summary

The Operations Manager is a professional serving as the operational and administrative backbone of Big Brothers Big Sisters of Greater Chattanooga. Reporting directly to the CEO, this role ensures the agency's daily impact is sustained through meticulous oversight of office resources, vendor relationships, and financial record-keeping. Operating with a fundraising and recruitment mindset, the Operations Manager recognizes that organizational excellence and a positive culture are the primary drivers of donor trust and volunteer growth. By acting as a departmental bridge, this role ensures the agency remains fully compliant with Big Brothers Big Sisters of America (BBBSA) standards and local employment laws while proactively fostering a supportive, inclusive, and efficient environment for all staff.

Essential Job Duties

Financial Administration

- **Bookkeeping & Payroll:** Oversee payroll, general ledger entry, accounts receivable, and accounts payable using QuickBooks Online.
- **Banking:** Process and document timely deposits of donations into appropriate accounts.
- **Grant Management:** Oversees all grant reimbursement processes across federal, state, and county funding platforms, ensuring accuracy and compliance. Partners with the CEO to identify funding opportunities and support the development of grant proposals.
- **Reporting & Audit:** Analyze monthly financials and cash flow for the Leadership Team and Board; coordinate documentation for the annual independent financial audit.

Office Operations & Governance

- **Daily Management:** Oversee daily office operations to provide a functional and professional work environment.
- **Vendor & Facility Oversight:** Manage all vendor relationships, including equipment procurement, service level monitoring, and bidding out occupancy contracts every three years.
- **Board Support:** Maintain Board Member files, schedule meetings, record minutes, and manage meeting logistics.
- **Systems Administration:** Serve as the Matchforce (Customized Salesforce) Admin/Superuser and manage employee data within agency systems.
- **Compliance:** Partner with the CEO to submit required local, state, and federal reports and maintain BBBSA self-assessment and data reporting.

Human Resources & Culture

- **Talent Management:** Manage all hiring functions, including job postings, interviews, fingerprinting, and background checks for all incoming staff..
- **Onboarding:** Provide orientations covering agency policies, the Personnel Manual, and benefit plans.
- **Benefits Administration:** Identify and manage employee benefit options (health, dental, vision, retirement) and lead the bidding process for providers.
- **Staff Engagement:** Plan and implement staff meetings, retreats, team days, and annual holiday gatherings.

Agency Advocacy & Growth

- **Fundraising Mindset:** Understand that every high-quality financial report, timely gift acknowledgment, and well-maintained office environment contributes to donor confidence and retention. Collaborate with the Development team to ensure operational data is available for impact reporting and donor stewardship.
- **Recruitment Stewardship:** Serve as an ambassador for the mission by representing the organization at community events, presentations, and outreach opportunities. Confidently engage diverse audiences through public speaking and relationship-building to promote volunteerism and inspire individuals to become mentors. Identify and cultivate opportunities across the community to strengthen awareness of the mission and support the recruitment of volunteers and partners.
- **Resource Maximization:** Proactively seek ways to reduce overhead and manage vendor costs to ensure maximum funding goes directly to youth mentoring services.
- **Ambassadorship:** Represent the agency's values (Integrity, Excellence, and Enthusiastic Contribution) in all interactions with vendors, board members, and the public.

Why You'll Love This Role

- **Mission-Critical Impact:** You aren't a cog in a machine; you are the one building and maintaining it. Your work ensures our program teams can focus on their expertise while you handle the "how."
- **The "Swiss Army Knife" Experience:** From HR and tech stacks to finance and facilities, no two days are the same. You will be the strategic backbone of our entire team.
- **A Culture That Anchors:** Let's be honest: Non-profit work is demanding. The stakes are high, and the problems we're solving are big. That's why we've built a culture that acts as an anchor, not a weight.
- **Radical Flexibility:** We value outcomes over hours. Our 4-day workweek is a commitment to your well-being, ensuring you have the margin needed to bring your best self to our mission every day.

Key Qualifications

- **Education:** A Bachelor's degree in Nonprofit Management, Human Resources, Business, Finance, or a related field.
- **Technical Proficiency:** Proficient in QuickBooks Online.
 - Ability to use Google Suite and adapt to new technology tools, specifically Salesforce (Matchforce) and Dialpad.
- **Mission Alignment:** Deep belief in the Big Brothers Big Sisters mission and the potential of the youth served.
 - Commitment to advancing access, belonging, and opportunity.
- **Discretion & Confidentiality:** High degree of professional discretion and the ability to maintain strict confidentiality regarding personnel, financial, and donor records.
- **Interpersonal & Communication Skills:**
 - Excellent oral and written communication skills.
 - Ability to develop trust and rapport among youth clients, volunteers, and staff.
 - Coachable, with a proven ability to give and receive actionable feedback.
 - Assumes the best in people and works effectively within a team environment.
- **Operational Execution:** Highly organized with the ability to multi-task between various administrative and financial projects.
- **Schedule Flexibility:** Willingness to work some evenings and weekends as required for meetings or events.
- **Physical Requirements & Work Environment:** Ability to sit for extended periods at a computer, occasionally lift up to 25 lbs (office supplies/event gear), and navigate various community event spaces.
- **Legal & Employment Terms:**
 - **Licensure:** Must possess and maintain a valid driver's license.
 - **Background & Safety:** Position is contingent upon the successful completion of a comprehensive background check and fingerprinting, as required by BBBSA and state safety standards.
 - **At-Will Clause:** Employment with BBBS of Greater Chattanooga is at-will, meaning either the employee or the agency can terminate the relationship at any time, with or without cause.
 - **Other Duties Clause:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities. Duties, responsibilities, and activities may change at any time with or without notice.

- **Link to apply:** <https://bbbs.tfaforms.net/4842981>