



<b>Title:</b>	Operations Manager
<b>Reports to:</b>	Executive Director
<b>Location:</b>	Office location, Neenah WI
<b>Hours:</b>	Part-Time or Full time (exempt)

**Who We Are:** [Jake's Network of Hope](#), formerly, Jake's Diapers, is a 501c (3) nonprofit organization whose mission is to improve the lives of babies, children and adults by providing diapers, feminine hygiene, adult care, and basic hygiene essentials to restore human dignity and hope. Through our programs, we partner with nonprofit agencies to supply those basic needs goods **and** modern daily living essentials to individuals and families in our community.

### **Who We Need**

Jake's is looking for a collaborative, dedicated, operations leader. The individual should be familiar with the nonprofit community, and have demonstrated experiences in managing various operational aspects of a small business/nonprofit. This individual will collaborate with the executive director, the board of directors, partners/vendors, and other leaders and staff within and outside the organization to efficiently and effectively manage the day to day operations of the organization. The Operations Manager will be thoroughly committed to Jake's Network of Hope's mission

### **Duties and Responsibilities**

- Working in collaboration with the executive director to ensure day to day operations run smoothly within all aspects of the organization
- Answers all incoming phone calls and provides excellent customer service; welcomes walk-ins, offers beverages, preps partners for shopping experience, etc.
- Responsible for oversight of human resources activities after the hire
- Serves as liaison with the accounting services vendor to track all accounting processes
- Support the Executive Director in various annual budget activities
- Responsible for entering all donations in appropriate software and sending gift acknowledgements
- Working in collaboration with the Program Managers, serves as a point of contact for the volunteer program
- Serves as the administrator of the G Suite
- Provides timely and accurate follow up to all community friends, donors, agency partners, and board members
- Collaborates with the marketing team to execute website updates in a timely manner; Jake's Network of Hope and My Neighbor
- In collaboration with the executive director, monitors compliance and standards established by the industry, regulatory agencies, business partners, funders, state, and federal law relevant to programming and operations
- Provides oversight for the annual audit and various reporting requirements
- Actively identify, cultivate, recruit, engage, collaborate with, and energize Jake's Network of Hope volunteers, staff, board members, partner organizations, and funders
- In support of the strategic plan, responsible for execution of various operational tasks
- Supporting various board of directors activities as needed
- Responsible for supporting the Executive Director when handling all facilities related activities
- All other duties as assigned

### **Performance Expectations**

- Ability to represent and articulate the mission of Jake's Network of Hope clearly and passionately
- Experience working with a high degree of independence in a fast-paced, dynamic organization
- Proficient in time management; manage and meet internal and external deadlines
- Highly organized and efficient in managing daily tasks

- Motivated, self-starting task master who can work with a sense of urgency, patience, and personal accountability
- Exhibit humility and promote our culture and passion for serving others - Be approachable and supportive
- High level of confidentiality required
- Maintain knowledge on current trends in the industry

#### **Qualifications**

- Bachelor's degree from an accredited college or university in related field
- Proficient with commonly used software, G Suite, donor engagement software
- Strong financial management skills; including, budget preparation, analysis, decision-making, and reporting

#### **Jake's Network of Hope offers the following benefits to our employees:**

- Paid Time Off (PTO)
- Paid Holidays
- Flexible work environment

#### **Compensation**

Jake's Network of Hope believes in offering a competitive compensation package. Salaried role, based on experience.

#### **Jake's Network of Hope offers the following benefits to our full time employees:**

- Paid Time Off (PTO)
- Paid Holidays
- Flexible work environment

#### **If this is the right role for you, apply today!**

#### **We Believe...**

We are committed to improving the lives of babies, children and adults by providing diapers, period products, adult care essentials and basic hygiene needs to restore human dignity and hope.

Our success has translated into a rapidly growing organization, providing critical basis needs goods to individuals living in poverty through partner organizations. It's an amazing mission. For more information about our innovation and ever-growing organization go to [Jake's Network of Hope](#).

Do you thrive when you can partner with others to serve the common good? Are you focused, detail oriented, and hardworking and like to work with like-minded people? We want to meet you! Competitive compensation package. Send your resume and cover letter with Operations Manager in the subject line to [hope@jakesnoh.org](mailto:hope@jakesnoh.org) by November 18, 2021.