

POSITION DESCRIPTION

Position Title: Operations Manager
Location: National Office – Staten Island, New York
Reports to: President and CEO
FSLA Class: Full time (exempt)

BRIEF DESCRIPTION

The Operations Manager (“OM”) is accountable for supervision of administrative staff and volunteers; development of office policies and procedures; office reception; office-related budget; inventory and supplies; building facilities and related vendors and contractors; and serves as administrative support to the CEO. The OM is a representative to the public at large and internal constituents, and ultimately helps to meet the objectives of APDA’s mission: *Every day, we provide the support, education, and research that will help everyone impacted by Parkinson’s disease live life to the fullest.*

The ideal candidate is results-driven and detailed focused, has successful project management experience, demonstrated ability to manage budgets, staff and volunteers, communications strengths, and possesses ability to multi-task, deliver exceptional customer service, and utilize keen problem solving and judgment skills.

PRIMARY RESPONSIBILITIES (other duties may be assigned)

Operations Management

- Develops and manages office policies, projects, systems, processes
- Prepares and oversees administrative budget
- Supervises office and facilities staff, volunteers, vendors, contractors, etc. relating to office operations and building needs
- Ensures safe and efficient office operations including management of work spaces and building facilities.
- Serves as primary liaison with various utilities, governmental and regulatory agencies and manages related operational processes
- Responsible for management of office reception, phone and digital inquiries and #800 call center vendor
- Manages day-to-day physical plant and facilities, space allocation and management, equipment, building maintenance, and long-term capital improvement projects
- Oversees inventory and office supplies

Administrative Support

- Manages the CEO’s scheduling, travel and appointment functions and provides administrative support as needed
- Processes invoices and payments, oversees procurement procedures, maintains and tracks timely submissions of filings and contracts.

Working Conditions, Physical Demands, Travel

- General Working Conditions: Office environment
- Physical Demands: primarily a sedentary work environment, along with the ability to stand, sit, feel, crawl, bend, reach; occasional need to lift or move up to 25 pounds
- Machines, Tools, Equipment, Electronic Devices, Computer Software, etc. use:
 - Ability to operate a motor vehicle in accordance with company policy.
 - Ability to use common office equipment such as: telephone, scanner, computer, printer and copier.
 - Computer programs including MS Office and Outlook, related industry and functional databases.
- Travel requirements: Occasional travel, primarily local, and may require irregular hours including evening or weekends for meetings or events, as needed.

POSITION REQUIREMENTS

- Ability to maintain discretion and confidentiality; ability to effectively interact with people across all levels of the organization
- Demonstrated, excellent project and people management skills with ability to set priorities and complete tasks in a timely manner.
- Exceptional written, oral and interpersonal communication skills.
- Excellent judgment and creative problem-solving skills, including conflict resolution.
- Self-reliant and results oriented.
- Ability to manage high priorities and multi-task in a fast-paced work environment.
- Energetic, flexible, collaborative and proactive.
- Team player with ability to establish and maintain effective working relationships.
- Prior experience with non-profit preferred.
- Excellent computer systems and associated software knowledge and skills – including MS Office.
- Experience with fundraising software preferred but not required.
- Commitment to APDA's mission.

EDUCATION

- Bachelor's degree required and a minimum of five years' work experience with administrative support of Executive Level leadership

RELATED SKILLS AND KNOWLEDGE:

- Demonstrated problem-solving and decision-making skills
- Ability to organize time, work independently, handle confidential material, and work well under pressure
- Willingness and ability to travel as required to perform job
- Computer proficiency in database management, MS Office/Outlook, financial systems, social media and marketing platforms

COMPETENCIES:

- Excellent verbal and written communication skills
- Highly organized, detail-oriented and accurate
- Capable of managing multiple projects in a fast-paced environment, and the ability to work independently with minimal direct supervision and prioritize tasks
- Team player attitude
- Positive and professional demeanor and exceptional customer service skills
- Applies principles of confidentiality

To apply, send cover letter, reference contact information, and resume to:
jobs@apdaparkinson.org