

## Job Description

**Title:** Operations Manager  
**Starting Annual Salary:** \$70K - \$75K  
**Reports to:** Chief Operating Officer  
**Unit:** Operations

**Regular Full Time:** 40 hours per week  
**Start Date:** Sept 2022  
**Exempt Grade:** n/a

---

### Overview:

Are you a mission-driven, hands-on, organized, property management professional looking to use your skills to support an innovative nonprofit organization that values justice, equity, diversity, and inclusion? Does ending homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise excite you? If yes, then we want to hear from you!

Homeward Bound of Marin is seeking an Operations Manager to help lead and organize our facilities, I.T, and property management systems. This is a dynamic role that requires versatility and adaptability. The ideal candidate will have experience and strong knowledge of Fair Housing laws and property management.

---

### MAJOR RESPONSIBILITIES:

1. Property Management & Facilities
  - Update and maintain all residential leases, addendums, and notices. Ensure all forms are compliant with landlord tenant laws
  - Create and maintain an organized system for unit inspections. Support coordinators with tenant / landlord relations and perform inspections of leased units with program staff
  - In conjunction with the finance team and program staff, provide late rent notices to tenants
  - Support facilities manager with repair request database/systems
  - In conjunction with the facilities manager, document, forecast, and recommend facility repairs for all Homeward Bound owned properties
  - Act as the Section 504 Agency Officer for issues regarding Reasonable Accommodations and accessibility issues.
2. I.T Administration
  - Manage the Operations Request Calendar and make improvements to the system as needed
  - Work with HR and I.T. Consultant to ensure all employees have the proper I.T. devices and trainings to do their job
  - Create and maintain an I.T. equipment tracking system. Advise Chief Operating Officer of necessary updates and purchases
  - Manage the “Know Be 4” cyber security training program for the agency
  - Organize and lead HB’s transition to Microsoft SharePoint. Ensure all agency documents are stored in an organized manner
3. Safety and Office Administration
  - Develop a new Operations Handbook and revise others as needed.
  - Supervise and support Office Administrator
  - Lead monthly Safety Committee meetings
  - Update Emergency Disaster Plan as need

---

**Relationships:**

- Establishes and maintains open, supportive, and collaborative relationships with directors, managers, board members, and all other staff members
- Greets, communicates, and treats all organization constituents with respect, dignity, and an attitude of service
- Maintains and models confidentiality related to all resident services as well as any personnel-related issues
- Works as a team with administrative and business services staff in maintaining efficient and effective office systems; contributes to resolving conflicts and issues, as necessary
- Communicates with managers and staff regarding relevant administrative needs and issues
- Communicates with facilities staff regarding relevant needs and issues
- Communicates with office equipment vendors regarding procurement, maintenance, and servicing needs

---

**Minimum Qualifications/Requirements:****Education or Training Equivalent To:**

BA/BS or at least 3 years of experience in property management

**Minimum Years of Additional Related Experience:**

2 years of experience supervising and/or leading staff. Strong experience with Windows and Microsoft Office Suite software

**Written & Verbal Communication Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of customers, clients, or employees of the organization.

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for extended periods of time (4 – 6 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 50 pounds

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Non-profit experience preferred
- Strong experience with Windows and Microsoft Office Suite software
- Prior experience using database software for entry, reporting, and analysis
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

**EQUAL OPPORTUNITY**

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization,

including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.