



<b>Position</b>	Operations Manager	<b>Classification</b>	Exempt
<b>Reports To</b>	Chief Operating Officer	<b>Date</b>	April 2021
<b>Department</b>	Operations	<b>Salary Range</b>	\$50,000-\$55,000

### **MIRIAM'S KITCHEN MISSION**

Miriam's Kitchen works to end chronic homelessness in Washington, DC. We advocate for permanent supportive housing as a long-term solution, while meeting short-term needs by providing healthy meals and high-quality social services to individuals who are chronically homeless.

### **POSITION SUMMARY**

The Operations Manager is responsible for ensuring Miriam's Kitchen's day-to-day administrative operations are executed well. The Operations Manager will be a member of our 3-person operations team who strive to ensure the staff enjoy the work they do while efficiently and effectively reaching their personal and organizational goals.

### **DUTIES AND RESPONSIBILITIES**

#### ***Human Resources***

- Ensuring the consistent implementation of human resources policies and processes including:
  - Onboarding and offboarding staff
  - Benefits administration
  - Recordkeeping of personnel records
  - Legal compliance
- Organizes and manages annual open enrollment communications and election process
- Manages time and attendance system (Paylocity)
- Manages MK employee relations efforts as it relates to grievance process, mediations and exit interviews including:
  - Using surveys, interviews and other data to recommend changes in MK policies and procedures to leadership
  - Advising and training supervisors in best employee relations practices, and strategies for managing supervisor problems and employee grievances
- Provides support to MK's Culture Working Group as one of the ways we live out our organizational values daily
- Provides human resource support to staff as needed
- Supports staff meetings and retreats
- Other human resources duties as assigned

#### ***Finance***

- Provides general bookkeeping support

- Other finance duties as assigned

### ***Office Administration***

- Manages the conference room reservation system
- Manages inventory of keys/fobs/garage cards for all facilities
- Ensures minimal MK presence and impact on facilities
- Other duties as assigned

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Extraordinary attention to detail
- Strong communication skills
- Ability to remain tactful, calm, and persuasive in controversial and/or confrontational situations
- Ability to effectively juggle multiple projects at once and meet deadlines
- Strong sense of boundaries, particularly as they relate to human resources issues
- Proficiency with standard Microsoft Office software
- Strong interest in and commitment to ending chronic homelessness in DC
- An understanding of the structural and systemic causes of homelessness
- Comfort working with a diverse population with a variety of backgrounds and lived experiences

### **REQUIREMENTS**

#### **Experience:**

- At least 5-8 years of work experience in a professional office environment, or a bachelor's degree with at least 2-4 years of work experience in a professional office environment
- SHRM-CP or SHRM-SCP preferred

### **HOW TO APPLY**

Please email your resume and cover letter to [jobs1@miriamskitchen.org](mailto:jobs1@miriamskitchen.org) with "Operations Manager" in the subject line.