POSITION DESCRIPTION
Operations Manager
Concord, NH (partial remote work possible)

The Northern Forest Center, Inc. (the Center) is a nonprofit organization that creates bold possibilities that give rise to vibrant communities in Northern New Hampshire and across the four-state Northern Forest region. Since 1997, the Center has implemented programs and advanced policies that connect community, economy and environment to accelerate inclusive prosperity across the 30-million-acre Northern Forest of northern Maine, New Hampshire, Vermont and New York. Our work advances both a shared commitment to stewardship of the Northern Forest landscape and an economy that delivers purpose, innovation and widespread opportunity for people.

Title: Operations Manager (Exempt, full-time 40 hours per week)
Reports to: Director of Finance
Supervises: No direct reports. Support from occasional interns, program assistants, and bookkeeper

The Operations Manager fills a key role in the organization, leading the development and oversight of systems that support a dedicated and collegial staff committed to a common mission. They work as part of the organization’s management team to ensure continual improvement and consistent delivery of functions including risk management and compliance, human resources, governance and general operations across the Center and its subsidiary organizations.

Responsibilities
Risk Management and Compliance
- Monitor daily operations for compliance with the Internal Controls, Bylaws and Articles of Agreement for all organizations.
- Oversee the monthly maintenance and reconciliation of accounts, including bank accounts, restricted accounts, vendor accounts and statement of activity and balance sheet accounts.
- Serve as an internal expert to grants management and program staff on federal grant compliance requirements.
- Ensure all regulatory filings are completed thoroughly, accurately and on time.
- Identify, procure, and manage all necessary insurances.
- Develop, evaluate, and record documents including including of letters of agreement, contracts, leases, and other legal documents.

Human Resources
- Support consistent recruiting, orientation, and departure procedures for employees.
- Support staff meeting and retreat planning and communications.
- Ensure procedures, compensation, and benefits are well thought out, fair, and meet or exceed legal and nonprofit standards or requirements. Maintain knowledge of legal requirements and government reporting regulations.
- Lead annual health insurance review and benefits administration.

Governance
- Support the Center President and program staff with communications and logistics for the Center board and committees.
- Maintain board orientation manual.
- Develop, track, and maintain required board resolutions related to governance and operations
General Operations

- Evaluate and address operational infrastructure needs to ensure productive, cost effective solutions are in place.
- Work with contracted IT personnel to manage acquisition, maintenance and support for applications, systems, network, and technical services, including financial software, constituent database, and Office 365/Microsoft SharePoint operating environment.
- Manage office space use and conduct comparative analysis periodically.
- Supervise vendor relationships, contracts, and payments.
- Oversee vehicle use including purchases, maintenance, legal and safety requirements, and disposal.

Qualifications

- A minimum of five years’ experience in organizational operations and administration.
- Demonstrated experience in designing and maintaining strong organizational systems for a 10–20-person organization, with both local and remote staff.
- Familiarity and experience with federal grant compliance.
- High digital IQ with the curiosity, patience, and ability to learn in different technical platforms (e.g. Office 365, databases, CRM).
- Familiarity and experience with non-profit governance of a 20+-member board and multiple subsidiary organizations.
- Experience identifying and managing vendors and contractors.
- Excellent interpersonal skills: ability to communicate verbally and in writing with a high degree of discretion with a broad and diverse constituency.
- Time management skills that balance flexibility and responsiveness with adherence to deadlines.
- Temperament to manage a busy office and team while accomplishing individual tasks and projects.
- Willingness to work in a fast-paced and fluid organization and open-layout office environment.
- Sense of humor

Salary and Benefits. The Operations Manager is a salaried full-time position with a salary range of $60,000-$70,000; starting salary will be commensurate with experience. The Center provides a full benefits package including health insurance and generous vacation time.

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

To Apply: Applications will be accepted until the position is filled. Please submit a cover letter and resume detailing your interest and qualifications to resume@northernforest.org with the subject line “Operations Manager Application.” No calls, please.

The Northern Forest Center is committed to the principles of diversity, equity and inclusion and is proud to maintain employment practices based upon individual qualifications, merits, and achievements. All decisions to recruit, hire, promote, and release from employment are made without discriminating according to race, color, religion, national origin, gender, sexual orientation, age, marital status, political beliefs or disability.