

Operations Manager



- **FLSA Status:** Full-time, Exempt
- **Compensation:** \$65,000 - \$80,000 (DOE); Opportunity for growth.
- **Post Date:** May 16, 2021
- **Close Date:** May 23, 2021

Be part of a team that is changing lives for the better. The Operations Manager is responsible in managing the day-to-day effectiveness of Sacramento Covered's operations, including facilities management, information technology (IT), vendor relations, and organizational compliance. This position will play a collaborative role in developing and implementing systems that increase the quality and efficiency of our work, supporting our ability to grow and expand our mission.

About Sacramento Covered

Sacramento Covered is a nonprofit with a mission of improving the overall health and wellbeing of Sacramento area residents by connecting individuals and families to health coverage, primary and preventative care, behavioral health services, and other health-related resources. We value our team members for the essential work they do in our community year-round. Because of this, we prioritize offering competitive pay, robust benefits, and maintaining a diverse and inclusive work environment that is purpose-driven and outcomes-focused!

Healthcare Benefits

We provide:

- 100% of our employees' medical, dental, and vision plans
- 100% of employee dependents' medical plans
- Employee life Insurance coverage equal to 100% of annual salary
- A pre-tax Flexible Spending Accounts (FSA) for healthcare and dependent care expenses



Wellness Program & Paid Time Off

Each year, we provide:

- 80 hours of vacation and sick time (accrue up to 120 hours each)
- 40 hours of PTO for Exempt positions
- 2 paid Wellness Days
- 13 paid holidays
- Employee appreciation events, professional development training, and retreats
- Access to an Employee Assistance Program (EAP) to help employees navigate work-related and personal issues



Financial & Retirement

We offer:

- A 403(b) Retirement plan with immediate employer match up to 4%
- An opportunity for yearly bonus
- An Employee Referral Program (\$250 when you refer each future team member)



Other Benefits

We also offer:

- An Employee Perks Program with discounts on amusement parks, travel, concerts, and more
- Mileage and tech reimbursement for eligible positions
- Clinical supervision hours provided by Licensed Clinical Social Worker (LCSW) staff for eligible team members
- Sacramento Covered-branded swag (shirts, hat, jackets, and more)
- Modern collaborative work space*
*most positions



Job Duties

Operations

- Management of office resources, vendors, technology, and supplies.
- Manages and negotiates contracts with office vendors, service providers, and lease management.
- Manages IT support/coordination – liaison with staff and IT MSA consultant.
- Contribute to the improvement, development, and integration of organizational systems and processes as appropriate.
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards.
- Help develop and manage systems of record keeping, including mandatory training schedules, etc.

Facilities Management

- Maintain day-to-day operations of facilities, such as delegating or completing maintenance orders.
- Perform routine maintenance on facilities and making repairs as needed and/or managing outside contractors to do so.
- Prepare facilities for changing weather conditions.
- Monitor the safety and cleanliness of interior and exterior areas, such as offices, conference rooms, storage rooms/area, parking lots and outdoor recreation spaces.

- Create reports on maintenance, repairs, safety and other occurrences for supervisors and other relevant staff.
- Ensure proper maintenance and certification of elevator operations.
- Schedule routine inspections and emergency repairs with outside vendors.
- Collaborate with senior management on budgeting for facilities needs.

Compliance and Audits

- Support across department activities and file maintenance, including maintenance of program/project audit files/binders.
- Support in providing training for all staff with compliance policies including but not limited to HR, finance, and IT/data security.
- Support development and training of staff on use of information access management systems.
- Management of organizational information security and privacy policies and procedures.
- Manages performance of SC's care management platform data-back-up and maintenance.
- Participate and support internal and external IT/risk assessments, audits, and corrective action plans (e.g., HMIS Security Audit, health partner risk assessments).
- Other duties as assigned.

- **Primary Relationships:** The position reports to the Director of Human Resources and works closely with the Senior VP of Operations. Within the organization, the position has primary working relationships with the senior management team, administrative staff, and project staff. Outside the agency, the position coordinates with office service providers, vendors, contractors, office lease management, key stakeholders, and community partners.
- **Supervisory Responsibilities:** The Operations Coordinator reports to this position.

Requirements

- **This role has primary responsibility for responding to security alarm calls from organization-owned or managed properties, during and after business hours.**
- **Educational Attainment:** Bachelor's degree or equivalent from four-year college or technical school with an emphasis in business, healthcare administration, public administration, or other related field preferred.
- **Employment Experience:** At least 3 years of experience working in a nonprofit, business, or other related field. Supervisory experience required.
- **All newly hired employees are required to be fully vaccinated against COVID-19 prior to the first day of employment.**

Preferred Skills/Qualifications

- Experience with property management preferred.
- Strong working knowledge of Microsoft Excel and other Microsoft Office applications.
- Sensitivity and experience working with diverse populations, cultures, and socioeconomic backgrounds.
- Strong attention to detail and organizational skills; ability to multi-task and prioritize work efficiently.
- Problem solving, decision-making and critical thinking skills required.
- Excellent verbal and written communication skills.
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Must be able to work flexible hours.
- Must have reliable transportation and be able to travel within the County.
- Must pass a background check.

Physical Activities and Demands:

- Remaining in a stationary position, often for standing or sitting for prolonged periods.
- Moving about to accomplish tasks or moving from one worksite to another.
- Adjusting or moving objects up to 15 pounds in all directions.
- Communicating with others to exchange information.
- Repeating motions that include the wrists, hands and/or fingers. (e.g., typing)
- Assessing the accuracy, neatness and thoroughness of work assigned.

Environmental Conditions:

Normal temperatures in an open office environment. Quiet office environment with occasional noises and interruptions. Open office layout with enclosed office spaces.