

## Girls Inc. of Chattanooga

Job Description

Manager of Program Operations

Reports To: Director of Program Operations

FLSA Status: Hourly / Non-Exempt



The mission of Girls Inc. of Chattanooga (Girls Inc. of Chatt) is to inspire and equip all girls to be strong, smart, and bold leaders within their families, their community and society. Originally founded as The Girls Club of Chattanooga, Girls Inc. has educated and empowered girls to grow up healthy, educated, and independent since 1961. Through in-school and after school programming, seasonal camps, and special events, our organization annually serves more than 800 girls, ages 6 to 18.

Girls Inc. of Chattanooga is an Equal Opportunity Employer.

### Position Summary

Manager of Program Operations (MPO) is responsible for providing direct, and administrative day-to-day operational support to the Program Department. This position is responsible for providing timely, efficient, accurate and effective management strategies to ensure all operational standards are met (i.e., compliance, regulations, safety, etc.). MPO performs a variety of tasks related to supervising part-time administrative positions, systems processing, data and database management/record keeping, and administration/operational support.

The MPO is an administrative/operational partner to the Director of Program Operations serving as a support member of the program team to ensure local, state, and national outcomes are met through implementing, monitoring, and assessing policies and procedures. The MPO supports program staff (i.e. Director of Program Operations, Manager of Program Quality), participants, volunteers, and guests playing an integral role in the success of the organization, community, and champions of Girls Inc.'s mission.

### Essential Duties & Responsibilities

**Must be able to perform all tasks in-person and on-site at all Girls Inc. of Chattanooga's locations**

#### Systems Processing

- Maintains weekly forms and paperwork collection, copying and distribution.
- Oversees annual compliance such as fingerprinting, background check, CPR/First Aid training, and other onboarding and annual requirements.
- Monitors timely and proper data input by program staff each week. (i.e. Compass 360, Wufoo, Survey Monkey).
- Reconcile monthly expenditures of all Purchase Orders via SharePoint,
- Attends monthly office hours with Girls Inc. National's Compass 360 team to ensure that GIC's data base is kept current.
- All other duties assigned to maintain and/or improve system processes.

#### Supervising of Part Time Program/Administrative Staff

- Oversees Program Assistant in all assigned responsibilities. (ie. Storage and office organization, in store purchases, cleanliness of program office and shared spaces, after-school and seasonal camp check-in/check-out)
- Oversees Part-Time Driver in all assigned responsibilities. (ie. Maintenance and cleaning of vehicles, maintaining mileage logs, ensuring vehicles are stocked with needed items, and maintaining pick-up/drop-off routes)
- Training/onboarding, evaluations, responsibly daily time clock entry and approval
- All other duties assigned to ensure the PT Program Administrative staff are functioning properly.

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### Data and Database Management

- Obtains girl participant forms and enters data into appropriate database. (i.e. Compass 360, excel)
- Leads process for annual Strong, Smart, and Bold Outcomes Survey (creates timelines, works with Manager of Program Quality and program staff to administer survey, ensures reports are submitted to GIN)
- Manages data for local, state, and federal funding of GIC programs.
- Assists Manager of Program Quality in maintaining participant enrollment rosters, emergency contact sheets, and other needed documentation.
- Maintains, collect, and reconcile program fees. (i.e. seasonal camps, after-school, and special events)
- Creates and edits reports to improve workflow in partnership with the Director of Program Operations.
- All other duties assigned to maintain/improve data and database management.

### Administrative/Operational Support

- Assists Director of Program Operations with onboarding of program staff and trains on system processes and database management.
- Ensures office technologies are working properly and supplies are tracked and ordered in a timely manner.
- Maintains program vendor relationship and ensures that there is timely follow through.
- Answers programs office phone in a polite and courteous manner, transfers calls to staff, and/or takes messages and gives to staff in a timely manner.
- Accepts walk-in payments and applications for camps and afterschool; provides receipts as appropriate.
- Greets and directs parents, guests, volunteers, and others to programs/rooms and/or assigned area.
- All other duties assigned to support administrative and operational support.

### Knowledge, Skills & Abilities

- Must be passionate about the mission of the organization, the community, diversity/inclusion and serving in a pro-girl environment (gender specific; girls only).
- Must have excellent written and verbal communication skills.
- Must have excellent interpersonal skills.
- Must be detail oriented and organized.
- Ability to meet deadlines on multiple projects and effective problem-solving skills.
- Excellent computer skills and experience using technology to streamline processes is ideal.
- Must be proficient in Microsoft 365 software (Excel, SharePoint, OneDrive, Outlook)
- Must be highly proficient with cloud-based data software system(s).
- Must have the ability to create and filter reports from data software system(s).
- Must have the ability to handle and manage a multi-line phone system.
- Must have the ability to work cooperatively and collaboratively with all board members, staff, families, and community partners.

### Education & Qualifications

- Minimum requirement of an associate's degree in non-profit operations, office/business management, customer relations, public administration, or related field
- Non-profit project and/or office management experience strongly preferred.
- 3+ years data entry experience required.
- Must have reliable transportation.
- Must have a valid driver's license with a clean driving record

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- F-Endorsement or eligible to obtain.
- Must be eligible to drive an 8-15 passenger van with children and or adults as passengers
- Must have First Aid and CPR certification or be eligible to obtain.
- Must be available to work Monday through Friday between 7:00AM and 7:00 p.m. with occasional weekend hours as needed. (Earlier morning hours and or later evening hours may be required during seasonal camps and special events.)
- Must be able to remain in a stationary position 60% of the time.
- Must be able to occasionally lift up to 30-50lbs of equipment or supplies for various needs.
- Computer proficiency- Microsoft Office Suite
- Experience with QuickBooks Online, a plus
- Bilingual (verbal and written), a plus.
- Work Remotely; no

The Manager of Program Operations is a full-time position at 40 hours per week with full benefits. Compensation is determined based on experience, degree of education and level of expertise.

Interested parties are asked to e-mail a resume, cover letter, and list of professional references to [jobs@girlsincofchatt.org](mailto:jobs@girlsincofchatt.org). Applications will be accepted until the position is filled. E-mail submissions are preferred. Any questions may be directed to the Girls Inc. main office at 423-624-4757.

Girls Inc. envisions a world where girls and all youth have what they need to grow and flourish, in school and beyond. Our Bill of Rights and Advocacy Platform focuses on policies and practices that support girls' health and wellness and foster school climates that are conducive to learning for all students, particularly those from underserved communities and those who face discrimination and other obstacles because of their race, color, national origin, sex, disability, sexual orientation, gender identity, and/or religion. At Girls Inc. we are committed to a girl-centered advocacy approach that is grounded in the experiences of the girls in our network. We lift up girls' voices and give them opportunities to advocate on issues that matter to them, in their communities and beyond. Our Bill of Rights and Advocacy platform can be found on our national website at [www.girlsinc.org](http://www.girlsinc.org)

**\*Special Note\*** As an organization, we have the right to address recommendations based on the local needs of the girls and families we serve.