



JOB ANNOUNCEMENT

Operations Manager

The Southeast Asia Resource Action Center (SEARAC) seeks a dynamic Operations Manager to ensure that SEARAC's internal infrastructure runs seamlessly. This includes managing the organization's daily administrative functions including bookkeeping and reporting, human resource management, information technology, executive support, volunteer and intern programs, procurement, and facilities management. The Operations Manager also provides ongoing support in internal evaluation and event planning.

The ideal candidate will have a combination of interpersonal and organizational skills. They will interact and support a variety of SEARAC communities from staff members, board members, vendors, contractors, community partners, and program participants. The Operations Manager reports to the Executive Director.

The position is located in SEARAC's Washington, DC, office.

About SEARAC

Founded in 1979, SEARAC is a national civil rights organization whose mission is to empower Cambodian, Laotian, and Vietnamese American communities to create a socially just and equitable society. As representatives of the largest refugee community ever resettled in the United States, SEARAC stands together with other refugee communities, communities of color, and social justice movements in pursuit of social equity.

We have a reputation of being a leading national advocacy voice on issues that deeply affect the Southeast Asian American community. Our advocacy is grounded in deep community engagement with community partners and individual advocates and in solidarity with other communities of color and social justice movements.

Responsibilities

- **Financial** – Ongoing processing of bills and invoices, bank deposits, accounts receivable and payable, grants payable expenditures, expense reimbursement, credit cards reporting, reporting of benefits, and government compliance. Work closely with SEARAC's accounting firm for expense processing and reporting. Work in partnership with SEARAC's contracted accounting firm to complete annual independent audits. Serve as the main SEARAC point of contact during the audit process and support updating tax information for annual tax filing.

- **HR** – Administer human resource procedures for all personnel, including implementing up-to-date personnel policies. Coordinate recruitment, scheduling, and onboarding processes. As assigned by the Executive Director, identify, review and secure benefits. Be main point of contact with benefit vendors including health insurance, retirement funds, and SmartBenefit (travel benefit). Maintain human resource information system records (e.g. personnel files) and compile reports into databases. Maintain compliance with federal, state, and local employment and benefits laws and regulations with support from accounting and payroll firms.
- **HR and Financial Internal Controls** - Develop templates and ensure organized use of records and knowledge-base.
- **Filing** – Coordinate electronic and paper filing systems to maintain compliance with Personnel Manual, Accounting Manual, and Document Retention Policy.
- **Information Technology** – Work with IT vendors to manage technical infrastructure, including identifying, procuring and implementing hardware (computers and accessories), software (enterprise/database and individual computers) and network. Serve as lead troubleshooter with IT and internet/phone vendors.
- **Calendar Coordination** – Manage Executive Director’s calendar, coordinate organizational calendar, including meetings, events, and projects. Identify and troubleshoot conflicts and ensure assignment follow-up.
- **Volunteer/Interns** – As assigned, develop and manage volunteer and internship program, including recruitment, training, evaluation, assignments, and scheduling.
- **Front Office** – Respond to and route general inquiries via phone, email, and visitors.
- **Procurement** – Stock and support staff ordering of office equipment and supplies.
- **Facilities Management** – Liaise with building management in head office and other locations, support staff telecommuting, troubleshoot and handle repair of office equipment, support mailing needs, manage mail. Ensure office opening, closing, and organization.
- **Analytics** – Analyze and write about operational and organizational performance with an emphasis on quantitative conclusions. Identify best practices and implement internal system improvements.
- **Events** – Assist in planning for events. Track budget, and facilitate attendee (staff and participant) travel, lodging, catering, and venue procurement and liaising.
- **Board of Directors** – Schedule board and committee meetings, coordinate and distribute agendas and preparation materials, take and distribute minutes and other files, manage travel, virtual and on-site arrangements, and related administrative responsibilities.
- **Additional Responsibilities** - Work with other SEARAC staff and board members in support of SEARAC’s overall mission, and other duties as directed by the Executive Director.

Experience/Skills/Attributes Required

- At least two years in an administrative/operational assistant/customer service position. Internships and other volunteer positions that are administrative in nature can be considered experience.
- Ability and willingness to learn quickly.
- Exceptionally detail-oriented and accountable with ability to produce high quality results with low error rates.
- Strong organizational skills to stay on top of multiple projects, plans backwards, anticipates obstacles, identifies and involves stakeholders appropriately, and uses resources wisely.
- Professional and personable demeanor with ability to communicate directly with a variety of stakeholders.
- Ability to work alone and in teams. Excels in highly collaborative team settings.
- Able to troubleshoot problems and proactively provides solutions.
- Dedication to social justice work and advancing SEARAC's work with Southeast Asian American communities.
- Knowledge of the basic principles of bookkeeping a plus.
- Experience troubleshooting computers, software, and networks a plus.
- Experience working with volunteers and nonprofits a plus.
- Data analytics or project management training a plus.

Education

Bachelor's degree or associate degree in accounting or related field, or at least four years in an administrative/operational/customer service assistant position.

Compensation

Salary range \$40,000 - \$50,000 dependent upon experience. Strong benefits package including medical insurance, 403(b) retirement fund with match of up to 3% of an employee's annual salary, and 8-weeks sabbatical leave upon completion of 5 years of employment.

Application deadline

Priority Deadline: March 15, 2020

Application Process

Those interested in this position may apply by submitting a letter of interest and current resume to application@searac.org. Submit electronic application in **PDF or MS Word format**. Please include "Operations Manager" in the subject line of emails.