



OPERATIONS & HUMAN RESOURCES MANAGER

Los Angeles, CA

Exempt, Full-Time, Regular Position

Organizational Background:

Advancement Project California champions the struggle for greater equity and opportunity for all, fostering upward mobility in communities most impacted by economic and racial injustice. We build alliances and trust, use data-driven policy solutions, create innovative tools and work alongside communities to ignite social transformation. Rooted in the historic struggle for racial and economic equality, Advancement Project California envisions a world where *all* communities have equitable access to public resources and opportunities to thrive. The California office's primary programs are Educational Equity, Health Equity, Equity in Public Funds, and Political Voice.

Position Summary:

The Operations Manager will report to the Managing Director of Organizational and Leadership Development and will manage Advancement Project California's day-to-day Human Resources (HR) and Information Technology (IT) functions and ensure that the organization's practices meet regulatory standards and nonprofit best practices, and align with the its mission. This is a hybrid position in that the Operations Manager will devote 75% of his/her time to providing HR support. The remaining 25% of the Operation Manager's time will be spent providing IT support.

Specific responsibilities include but are not limited to:

- Manage and increase the effectiveness and efficiency of the organization's Human Resources and Information Technology functions, through improvements to each function, as well as coordination and communication with staff, as outlined below:

Human Resources (HR) duties:

- Establish and maintain clear, responsive, and accessible HR systems (e.g. employee relations, recruitment/retention, benefits management, payroll, orientation) for APCA staff.
- Serve as a liaison between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Serve as a primary point person for employee inquiries and concerns including: addressing demands, grievances, absences, etc., refereeing disputes, participating in disciplinary and termination meetings, and conducting exit interviews.
- Serve as primary point person for benefits management issues and needs for APCA staff including: managing benefits, evaluating cost-effectiveness of benefits, proactively developing resources such as quick guides for benefits and processes; and developing and conducting periodic trainings on HR policies, procedures and benefits.
- In coordination with the Managing Director develop, implement and evaluate the performance management system, new staff orientation and on-boarding process; career-pathing program, staff wellness and recognition activities; and professional development policies and training program.

- In coordination with the Director of HR, Administration and Finance, manage recruitment efforts, including writing job postings, advertising open positions, reviewing resumes, coordinating and conducting interviews, conducting reference and background checks, and drafting offer letters.
- Responsible for payroll services and processing including: processing attendance and payroll data, reporting to payroll services, check verification and distribution.
- Conduct periodic scan of industry standards and best practices in HR management and develop proactive recommendations for integration of appropriate practices.
- Coordinate with senior staff to clarify the skills, behavior, and qualities the organization wants exhibited by staff.
- Identify, recommend and implement operational improvements to streamline HR processes and procedures, such as the personnel handbook.
- Ensure compliance with federal, state and city regulatory laws, guidelines and standards.
- Prepare materials for agency audits, benefits renewals, and annual government report.
- Ensure accuracy and confidentiality of data stored in employees files; both in electronic form and hard copy.

Information Technology (IT) duties:

- In coordination with IT consultant and Director of HR, Administration and Finance, establish and maintain clear, responsive, and accessible IT systems for staff.
- Serve as the IT point-of-contact for staff and provide basic IT support including: computer, email, voice/data communications and LAN set-up for new staff or for office relocations, as required.
- Coordinate with IT consultant to create and facilitate orientation trainings for new staff and trainings on new systems and standards.

General duties:

- Support organization-wide planning, development, and communication activities as needed and ensure adherence to Advancement Project goals and policies within the project area.
- Other duties as assigned, dependent on organizational needs and employee skills.

Team Development/Management

- Recruit and manage an appropriate team to promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Mentor and develop staff using a supportive and collaborative approach on a consistent basis.
- Establish and monitor staff performance and development goals, assign duties, set objectives, establish priorities, and conduct performance reviews.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sincere and demonstrated commitment to advancing social and/or racial justice progress for the highest-need communities.
- 3 years of demonstrated experience in the human resources field (beyond summer or short-term internships). Experience in a nonprofit setting is preferred. Equivalent combination of education and experience sufficient to successfully perform the essential job duties may be considered.
- Bachelor's degree required; master's degree preferred.
- Proven ability to work with diverse communities, leaders and staff.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation preferred.
- A sense of discretion and a high degree of professionalism is required.
- Strong conflict resolution and negotiation skills.
- An intuitive ability to recognize and appropriately convey the sensitive nature of any situation and the ability to keep all matters appropriately confidential is necessary.
- Demonstrates a highly professional and cooperative demeanor with supervisors and co-workers.
- Strong interpersonal, communication, facilitation and presentation skills.
- Proven ability to give, deny or ask for information in a tactful and friendly manner and discretion in giving information about plans and/or action to anyone is required.
- Ability to keep all matters appropriately confidential is necessary.
- A strong attention to detail is required.
- Strong analytical and problem solving skills.
- Ability to work independently and with minimal supervision.
- Demonstrated ability to work in a small team setting.
- Flexibility to adjust and contribute to continually evolving work situation and changing priorities.
- Excellent computer skills, proficient with MS Office applications.
- Excellent organizational skills with demonstrated ability to execute projects on-time and on-budget.

Physical demands:

- Occasionally must be able to move office supplies and equipment weighing up to 15 pounds across the office.

Salary:

Competitive compensation depending on experience. Includes full health, dental and retirement benefits.

To Apply:

Please send cover letter and resume to:

Jorge Jimenez
Director of Human Resources, Finance and Administration
jjimenez@advanceproj.org

1910 West Sunset Blvd. Suite 500
Los Angeles, CA 90026
www.AdvancementProjectCA.org

Women and people of color are strongly encouraged to apply.