

Job Description and Announcement

Position:	Operations Manager
Classification:	Exempt, Full Time
Position Salary Range:	\$64,480 – \$83,480
Estimated Starting Salary:	\$66,560 - \$68,000
Reports To:	Business Director
Deadline to Apply:	February 5, 2024/Open Until Filled
Estimated Start Date:	March 2024

First 5 Fresno County (F5FC) is seeking an Operations Manager to lead and support the operations and business-related administrative needs of the agency and the Lighthouse for Children facility, a centralized hub of initiatives, services, and training spaces supporting young children and their families in downtown Fresno (www.lfcfresno.org). As with all F5FC positions, the Operations Manager’s role is intentionally designed to further our mission to create a seamless system of quality, accessible services that support the well-being of every child and family. We’re looking for a thoughtful and enthusiastic candidate who has eagerness for learning, relationship-building and serving Fresno County, as well as experience with office/facility management.

The F5FC staff is a small team that works on impactful initiatives focused on the first 5 years of life. We are just as invested in our contracts and early childhood advocacy as we are in our people. We know our overall success is a combined effort, and we strive to provide opportunities for our employees to learn, grow, have balance, and enjoy work together. We value relationships amongst our teammates and all those we interact with because relationships matter. Our goal is to foster a team environment where people show up with their whole selves because we value diversity and inclusion. Whatever your distinctive talent and skills are, you will enhance our team and our mission. No two career paths at F5FC are the same.

As an Operations Manager, we expect the need for some on-the-job learning.

If the title seems intriguing, here are examples of some of the things we’ll entrust you with:

- 1) to be the liaison and first point of contact for tenants, vendors, facility services, and the contracted facility firm serving/working at the Lighthouse for Children (referred to as the “facility”); ;
- 2) to manage, develop and oversee operating contracts and agreements with facility partners (such as the Lighthouse for Children Child Development Center and Community Learning Center partners);
- 3) to work closely with the finance team to monitor assigned budgets, perform financial data entry, and assist with Accounts Receivable and Payable;
- 4) to oversee the coordination of facility meeting room rentals and room set-up;
- 5) to supervise the maintenance of office areas, equipment, and common space of the facility; and
- 6) to bring forward new ideas and opportunities to further the vision of the Lighthouse...*just to name a few.*

Note: F5FC contracts with an outside firm for on and off-site facility management so the role of the Operations Manager will be to oversee this contract and support with communication and decision-making in partnership with the firm.

Want to know more? Keep reading! Other general responsibilities of this position include:

- To work closely with the entire F5FC team to understand the network of partners and services supporting Fresno County families.
- Can expect to work closely with the business team and assist in financial tasks when needed.
- In partnership with colleagues and community members, participate in the planning, development and implementation of projects and/or initiatives focused on making it easier to raise a family in Fresno County.
- Participate in special projects as assigned, assuming responsibility for the end product.
- Attend Commission/Board and community meetings; support with Commission/Board meeting logistics; prepare and present agenda items as needed.

Some activities within the job description are subject to change based on the needs of agency work and priorities - all in the name of keeping it interesting.

Skills and Characteristics

We're looking for someone who...

- Approaches work and life with curiosity, cultural humility and finds joy in learning from and partnering with people with diverse life experiences and backgrounds different than their own.
- Is committed to investing in the lives of our community's most underserved children and families, including, but not limited to, addressing the systemic forces affecting our communities particularly around race and equity.
- Builds and thrives in positive relationships and collaborative spaces with colleagues and agency partners.
- Will reflect, learn and grow individually, and as part of a team.
- Has sound judgment and integrity.
- Is quick to take initiative, analyze situations and recommend solutions.
- Is well organized and can manage multiple, overlapping projects with unique tasks and timelines.
- Writes and communicates clearly with others.
- Learns quickly and thinks critically and creatively.
- Is ready and able to adapt to new conditions and changing assignments.
- Is self-motivated and able to work independently and with a team with minimal supervision.
- Has experience with the Microsoft Suite (Word, Excel, and PowerPoint), Adobe Acrobat, and computer usage.

Education/Experience

- Any combination of work experience, lived experience, education, and training that demonstrates the knowledge, skills and abilities listed previously.

Benefits

- Medical Plan, Vision, and Dental coverage
- Health Savings Account and Dependent Care Account available
- Life Insurance Coverage
- 401(a) retirement plan- employer contributed (approx.) nine percent of salary
- Accrual of Paid Time Off every pay period
- Holidays (~ 14 per year)

More About First 5 Fresno County

At F5FC we believe children thrive when their families thrive. We invest in and partner with public, private and community-benefit agencies to strengthen our community's supports for families with young children. F5FC invests its dollars through contracts with local community benefit organizations (non-profits/501(c)3s) and public agencies that serve young children and their families. Find more information at www.first5fresno.org.

Other Requirements/Disclaimers

- Valid California Driver's License and auto liability insurance required.
- Ability to travel independently within Fresno County to attend meetings as needed (mileage reimbursed).
- Available to work before and after regular office hours (8 a.m. - 5 p.m.) on occasion, for meetings or to meet deadlines as needed.
- Must have the ability to work in a highly collaborative and diverse work environment.
- English proficiency is essential for the position. Spanish welcomed.

Physical Requirements

While the following are typical physical requirements of this position, reasonable accommodations for individuals with disabilities may be requested and will be evaluated.

While performing these job duties, the employee is regularly required to stand/sit, move about, and perform clerical duties and keyboarding. The employee is occasionally required to reach; stoop and kneel. The employee must regularly lift and/or move up to 10 pounds and may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus, and visual acuity sufficient to read a computer screen and paper documents. Acute hearing is necessary for telephone and in-person communication with callers and assisting staff, visitors, and vendors.

Working Conditions

This position typically functions indoors in an office environment with light to moderate noise associated with business office equipment and families visiting the Lighthouse for Children facility. Some travel may be required. We are a hybrid- and child-friendly workplace with our office located in downtown Fresno.

Note: Due to the main functions of this role, this position will be required to primarily work in-office. Consideration of a hybrid-work schedule (approximately 1-2 days remote work per week) can be discussed during the interview process and may be established after the start date and an agreed upon period of time performing the role.

How to Apply

First 5 Fresno County is committed to recruiting and retaining staff with talent, skills, education and lived experiences reflective of the diversity of the families we represent in Fresno County. Along with your **résumé**, **submit a cover letter** detailing examples of why your experience, background and skills make you an ideal candidate and colleague for this role. Include **a list of two professional references (with contact information)** who can attest to your pertinent knowledge, skills, and experience for this position.

Submissions in response to this announcement must be sent via email to jobs@first5fresno.org or uploaded to our online submission portal (<https://first5fresno.org/about/#job-openings>) by the posted deadline. We can't wait to meet you!