SMART

Position Title: Operations Manager

Location: San Francisco, CA (hybrid; 3 days per week in-person in our SF office)

About SMART

SMART (Schools, Mentoring and Resource Team, Inc.) champions education equity by supporting students in overcoming systemic barriers on their journey to a college degree. We envision a community with equitable pathways to college graduation for every student in San Francisco. SMART provides a unique twelve-year continuum of support that starts in 4th grade and extends through college, including school support, after-school enrichment, summer programming, college prep, and college persistence support. As a result, SMART Scholars are more than four times more likely to graduate college when compared to their peers. Furthermore, while only 21% of low-income students who enter college will graduate within six years, SMART Scholars are currently persisting at a rate of more than 80%.

SMART's Values:

- Community: We build a community that celebrates diversity, thrives on teamwork, and appreciates everyone's contributions. Through community, we are stronger.
- Equity: We are committed to systems and processes that are just, fair, and inclusive, enabling all people the opportunity to belong, participate, and reach their full potential.
- Empowerment: We believe the path to empowerment and self-advocacy is through the encouragement, support, and guidance of those around us.
- Learning: We believe education and life-long learning enhance our understanding of our world, our place within it, and provide the tools to change it. Through embracing challenges and learning opportunities, we make progress.
- Joy: We center joy in our community and practice. We view joy as an act of liberation, which unleashes creativity, strengthens relationships, and propels the work that we do.

Position Description

Reporting to the Executive Director, the Operations Manager coordinates, supports, and executes key aspects of SMART's organizational operations including organizational administration, office coordination, human resources, and key financial duties. This includes areas such as IT systems, credit card management, financial recordkeeping, and more. In addition, the Manager supports day-to-day operations, HR, and payroll functions. The ideal candidate is an experienced and highly organized operations professional, attentive to details, with excellent communication skills, and a passion for youth development and supporting underserved communities.

Responsibilities

Operations and Administration

- Maintain emergency preparedness supplies, procedures, and contact lists.
- Serve as Google Workspace administrator, managing user accounts, permissions, and backups.
- Coordinate with outside IT vendors and troubleshoot with staff as needed as needed, and implement system improvements.
- Maintain the organizational compliance calendar and submit routine nonprofit filings with city, state, and federal agencies, with guidance from the fractional CFO and/or Executive Director.
- Maintain contract and lease files and track renewal and expiration dates.
- Purchase equipment, office supplies, cleaning supplies, and other day-to-day items within approved budgets.
- Serve as the point of contact with building management and vendors for maintenance, repairs, and office cleaning.
- Update and maintain the Board of Directors portal (BoardnetWORK).
- Provide logistical support for SMART's new STEM program including but not limited to coordination of events, student scholarships, and Scholar travel.

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People and Talent

- Support HR functions including but not limited to payroll, personnel records, staff onboarding and offboarding, benefits, and compliance. Escalate questions and decisions to the HR consultant and/or Executive Director.
- Serve as the first point of contact for staff questions about benefits and policies, answering routine questions and routing others to the Managers, HR consultant and/or Executive Director.
- Coordinate and send annual benefits and policy reminders and information, and encourage staff to use available benefits.
- Maintain the job description library and coordinate updates with hiring managers and the HR consultant and/or Executive Director.
- Coordinate the timeline and logistics of the annual performance and professional growth cycle, including sending reminders and tracking completion.
- Coordinate logistics for staff and board retreats, meetings, and celebrations such as holidays, birthdays, and work anniversaries.
- Coordinate required compliance training and track staff completion.

Finance & Accounting

- Support internal controls and organizational fiscal policies related to purchasing, contracts, reimbursements, cash and check handling, donations, and financial authorization procedures.
- Serve as the primary internal liaison to SMART's bookkeeping service. Provide documentation, answer transaction questions, and meet monthly close deadlines.
- Process vendor payments and maintain vendor files and contracts.
- Administer staff credit cards, including collecting receipts from staff and applying account coding per established guidelines.
- Support the annual budget process.
- Prepare documentation and respond to requests during the annual audit and Form 990 process, in coordination with auditors, bookkeeping, and staff.
- In partnership with the Executive Director and Finance Consultants, coordinate banking relationships such as account administration and coordinating Scholar investment accounts.
- Prepare data for grant budgets and reports as needed.
- Process donations, including gift entry, donor acknowledgment letters, and gift recognition.
- Maintain and update donation records in the donor database (Salesforce) and ensure data accuracy.
- Prepare finance document for monthly board finance committee meetings and quarterly board meetings

Qualifications

Essential Qualifications

- Bachelor's degree or 5+ years of relevant work experience required in lieu of a bachelor's degree.
- 3–5 years of experience in operations, office administration, HR administration, bookkeeping support, or a related role. Nonprofit experience is a plus.
- Advance proficiency in Excel and Google Sheets, including use of formulas and other features.
- Experience supporting HR or administrative processes such as onboarding, records management, compliance and benefits enrollment.
- Experience and familiarity with nonprofit accounting, financial reporting, audits, and/or budgeting.
- Familiarity with California employment regulations
- Exceptional attention to detail and obsession with accuracy.
- A commitment to professionalism, with strong judgment and discretion, even when no one is looking.
- Excellent communication and collaboration skills, excellent interpersonal skills.

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- Demonstrated ability to take initiative, manage multiple projects at one time, to work independently, and to prioritize and move strategic projects forward.
- Passion for SMART's commitment to issues of educational equity for students from underserved communities.
- Advanced proficiency with G-Suite (Gmail, Calendar, Drive, Docs, and Sheets).

Preferred Qualifications

- Experience with QuickBooks Online, BILL.com, and Salesforce.
- Experience with payroll or HRIS systems and understanding of employee benefits management (SMART currently uses JustWorks PEO).
- Experience working with outsourced accounting firms, auditors, and nonprofit consultants.
- Experience with project management including use of tools such as Asana, Monday.com, etc.

Additional Workplace Expectations:

- This is a full-time exempt position.
- Occasional evening work required.
- SMART employees currently work on a hybrid schedule - three days per week at our office in San Francisco and two days per week remote.

Compensation and Benefits:

- Annual starting salary range for this position is $80,000-$90,000.
- SMART is also offers additional competitive benefits, including: 13 paid holidays, generous paid time off policy and parental leave policy, week-long office closures during winter holidays and during summer, three department wellness days, 100% coverage of employee medical, dental, and vision insurance (and 50% coverage of dependent coverage), reimbursement for cell phone and home internet, employer sponsored life insurance and long-term disability insurance, and access to pre-tax benefit programs such as commuter benefits, flexible spending accounts, and a 401K account.

How to Apply:

- Please submit a thoughtful cover letter and resume to careers@thesmartprogram.org.
- Please write your name and the title for this position in the subject line of your email.
- Due to the volume of applications we receive, please no phone calls.
- Deadline to apply: Applications accepted until position is filled.

SMART is an equal opportunity employer and encourages applicants from all racial, ethnic, and religious backgrounds, national origins, sexual orientations and genders. Learn more about SMART's commitment to equity, inclusion, and diversity at www.thesmartprogram.org/equity.

All job applicants and employees must be currently authorized to work in the United States for any employer on a full-time basis without the need for visa sponsorship now or in the future. Positions at SMART are not eligible for employer visa sponsorship, and SMART is not able to sponsor applicants or employees for work-related visa status. Any offer of employment is contingent on clearance of Checkr background check.