

ORGANIZATIONAL BACKGROUND

The CASH Campaign of Maryland provides direct services and advocates for policies that increase the financial security of low to moderate-income individuals and families in Baltimore City and across Maryland. In collaboration with a broad set of partners and volunteers, The CASH Campaign provides a range of high impact programs that help people build financial security, reduce poverty, and return millions of dollars back to low-income people and communities. These programs reach over 30,000 households annually and include free tax preparation, financial coaching, financial education, and public benefits assistance. The CASH Campaign works to build a network of organizations and practitioners dedicated to promoting financial security and economic mobility for low-income people in Maryland and across the region. This is accomplished by hosting convenings, providing technical assistance, and supporting the growth of other coalitions.

JOB TITLE: Operations Manager

EMPLOYER: CASH Campaign of Maryland

REPORTS TO: CEO

SUMMARY: responsible for managing and coordinating office operations and activities.

RESPONSIBILITIES:

Financial Administrative Support

40%

- Coordinate financial tasks with external managed accounting firm.
- Prepare accounts payable for processing.
- Prepare checks for deposit and maintain deposit log.
- Manage central filing system including grants management and vendor files.
- Monitor office operations and procedures to enhance timely and efficient workflow.
- Support senior leadership in monitoring office operations budget; ensures office activities are conducted within budgetary restrictions; initiates cost reduction programs.

Human Resources

30%

- Assist with job posting, vet candidates, and coordinate interviews.
- Onboarding new staff including processing new hire paperwork, setting up technology accounts, and coordinating employee benefit enrollment. Lead offboarding staff transitioning out. Keep operations manual up to date.
- Ensure that staff conform to organizational policies and procedures and government regulations, particularly related to tracking employee leave, timesheets, and expense reimbursement.
- Manage employee benefits administration including medical, retirement, and short-term/long-term disability.
- Connect staff to professional development opportunities and lead internal events that contribute to staff learning and collaboration.

Office and Facilities

30%

- Order and maintain office supplies and inventory.
- Ensure that supplies and materials are organized and maintain a professional office environment

- Maintain office equipment; negotiates and monitors purchase, lease, and other vendor contracts.
- Point of contact for general clerical/administrative duties as needed including but not limited to answering phones, filing, preparing correspondence, faxing, copying, and mailing.
- Point of contact for website updates between staff and external web developer.
- Point of contact for external information technology firm related to equipment and vendor contracts.
- Manage office security procedures.
- Perform other related duties as assigned by management.

QUALIFICATIONS:

- 5-10 years of related experience and/or training, or equivalent combination of education and experience. Candidates with relevant work experience and without a degree are encouraged to apply.
- Computer skills needed (Proficiency or ability to learn quickly): Accounting Software (QuickBooks); Payroll Systems (ADP); Microsoft 365.

PREFERRED COMPETENCIES:

- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **External Working Relationships** – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must be able to occasionally lift and /or move up to 20 pounds

COMPENSATION AND BENEFITS

Salary range is \$50,000-\$60,000 commensurate with experience and includes a generous benefits package.

- Vacation, sick, personal, paid holidays
- 4% retirement match
- Paid parking or public transportation pass

APPLICATION PROCESS

To apply, please send resume and cover letter to Robin McKinney, CEO, at info@cashmd.org. CASH is an Equal Opportunity Employer. CASH does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need. If you need assistance or an accommodation due to a disability, you may contact us at info@cashmd.org or you may call us at 410-234-8046.