Position Description

**Position Title:** Operations Manager  
**Team:** Operations  
**Supervisor:** Director of Operations  
**FLSA Status:** Full time, exempt

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**Organization Summary:**
WomenVenture is a 501(c)(3) nonprofit organization with a mission to help women attain economic self-sufficiency through the creation and growth of profitable and sustainable businesses. We execute on this mission through a four-pillared programming approach that includes training, loans, coaching and a community of support. Our organizational culture values integrity, persistence, diversity and change agency, and we seek out candidates who exemplify these characteristics.

**Position Summary:**
The Operations Manager supports WomenVenture’s mission through facilities oversight, data analysis and database management. The incumbent will be expected to take ownership of projects and overcome obstacles through collaboration with various teams and external vendors. Critical thinking, creativity and independent action are key characteristics needed for success.

**Core Duties and Responsibilities:**

**Facilities Oversight**
- Manage WomenVenture’s space-related vendor accounts including phone and internet, copiers, water delivery, shredding, off-site storage, building maintenance, etc.; regularly connect with account managers to maintain good service at a good price
- Recognize facilities issues and liaise with external vendors or building management to resolve as they arise, while communicating updates with staff
- Track, order and secure office inventory for all employee and client needs
- Clean and organize the office to ensure a welcoming atmosphere for all staff and clients
- Create and share kitchen cleaning schedule with all staff
- Provide technology support and training for resources falling outside of our managed IT services contract

**Database Management**
- Assist in creating organizational efficiencies through use of our CRM database, work with teams to suggest and build out processes to meet programmatic needs
- Train staff on use of our database features and other technology resources as necessary
- Maintain standard reports, workflows and dashboards within the database for each team
• Perform data clean-up monthly, and report specific issues to mitigate similar errors in the future
• Liaise with outsourced CRM support vendor for complex projects and troubleshooting

Data Analysis
• Perform data analysis when issues arise to attempt to identify the core issue, and work with staff or technology resources to bring to resolution
• Reset client intake materials and scholarship rates as needed and share changes with staff
• Conduct yearly competitive analysis of economic development agencies in the Twin Cities market to aid in strategic planning
• Regularly measure progress to Operations Team goals through standard reporting

Preferred Skills and Experience
• Bachelor’s degree
• 2+ years’ experience as an office manager or database manager
• Deep comfort with technology, and a proven ability to learn new software programs quickly and distill those lessons to others
• Aptitude for independent problem solving and critical thinking
• Systems thinker who can motivate and inspire others in process improvement
• Ability to maintain focus despite frequent interruptions and competing priorities
• Exceptional organizational skills and attention to detail
• Experience in training or facilitation

Work Environment:
While performing the duties of this position, the employee is frequently required to sit for extended periods and may be required to stand for an extended period. The employee must occasionally lift and/or move items weighing up to 50 pounds. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. We work in an open work environment; noise levels are moderate. This job requires access to personal transportation and the flexibility to work occasional evenings and Saturdays.

Due to the global pandemic, WomenVenture staff are currently working remotely with the option to enter the office under strict protocols.

Application Process:
Applications must include both a resume and cover letter, and can be submitted to hr@womenventure.org. No phone calls please.

This describes the general nature and level of work being performed in this position. It is not an exhaustive list of all activities, tasks and skills required.

WomenVenture is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.