



## People and Operations Manager

**Overview:** Habitat for Humanity Chicago (Chicago, IL) is a nonprofit affordable homeownership organization that partners with families and neighborhood residents to build homes and revitalize communities. Our service area includes Chicago and parts of Cook County and we are currently building on Chicago's Southside. We seek an experienced, innovative, analytical candidate with strong interpersonal skills and exceptional judgment to join our growing team.

**Position Summary:** The People and Operations Manager is responsible for providing leadership in human resources, financial planning, reporting, organizational systems, and technology for all of Habitat for Humanity Chicago's operations, including office, construction sites, and ReStores.

Current operations includes 23 staff and 8-10 year-long volunteers. Organization is getting ready to acquire ReStore Chicago which will add another 10 staff to our growing team. Our strategic plan calls for continued team expansion and operational growth, including the addition of more ReStores.

The People and Operations Manager reports to, and works collaboratively with, the Executive Director. He/she manages and mentors a team that includes staff and recruited interns and office volunteers.

The ideal candidate is an effective leader and manager who thrives on the responsibility of supporting people and driving operations towards specific deliverables. Strong candidates will have a proven track record in project management, financial planning, analytics, reporting, organizational effectiveness, and human resources.

### **Key Responsibility: People (40%)**

- Develop and oversee human resource annual plan, including managing performance tracking, performance reviews, compensation process, and quarterly reporting.
- Commit to advancing people and team development and introducing researched practices into the organization; ensure compliance with existing law.
- Maintain and improve structures for human resource tools, files, and systems.
- Provide exceptional onboarding and off boarding.
- Manage recruitment posting process for new hires.
- Manage logistics for candidate interviews, including preparing all interview documents for interview team and candidates, reviewing resumes and cover letters, and scheduling and conducting phone screening interviews.
- Lead development and execution of annual training plan, including tracking progress; ensure logistical support for professional development, onboarding, trainings, and conferences.
- Serve as a resource to both managers and staff regarding professional development, employee policy, procedures, benefits, and payroll questions. Enforce policies when needed.
- Collect and analyze staffing data; make recommendations in line with growth plans.
- Participate in cross- or intra-department project teams.
- Manage background checks process for staff, volunteers, and program participants.

### **Key Responsibility: Organization Systems & Technology (40%)**

- Oversee project management of annual plan goals tied to improving back-office operations that increase efficiency, strengthen regulatory compliance, and improve overall operations.
- Serve as thought partner to CRM and IT manager and complement their responsibilities to evaluate team and organization needs for systems and technology; create and manage improvement projects in concert with other staff. Core systems and technology include:
  - Salesforce (CRM)
  - Sharepoint (cloud-based server)
  - Phone systemSeek and implement technology solutions to improve operations and effectively use resources; serve on technology planning committee and associated technology committees.
- Manage all space needs including, but not limited to:
  - Space planning to meet organization needs;
  - Space usage (guidelines for staff);
  - Property management relationships.
- Manage procurement (cost effective purchasing) and tracking of office, ReStore, and programmatic supplies; ensure orders placed to support operations.
- Assure office front desk coverage during office hours.
- Manage organization-wide calendars and meetings.

### **Key Responsibility: Financial and Reporting (20%)**

- Oversee financial annual plan goals tied to improving financial performance; manage identified financial projects in annual plan.
- Oversee annual budget planning to encompass all aspects of business (e.g., programs, admin, ReStore, fundraising); prepare for periodic recasting of the annual organizational budget; track performance against budget and cash flow forecasts.
- Advise leadership team on financial planning, budgeting, cash flow, and financial policy matters.
- Lead project teams ensuring compliance with regulatory reporting.
- Develop standard and ad hoc reports, templates, dashboards, scorecards, and metrics for planning and reporting.
- Design and implement financial and administrative policies; oversee compliance with internal control procedures.
- Complement business manager's responsibilities to ensure separation of duties and fulfillment of organization's day-to-day financial needs.
- Complete annual and quarterly reports to meet compliance requirements.
- Serve on Finance Committee and other internal committees focused on cash management.

### **Key Responsibility: Teamwork**

As a key Operations Team member, contribute to our organizational health through enthusiastic collaboration, leadership and personal integrity.

- Maintain a "team first" outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the affiliate
- Contribute enthusiastically to all affiliate events, helping as necessary with set up/take down, management, networking, various tasks, etc.

- Engage with all members of team, program participants, and core volunteers

## **Qualifications**

### *Required Knowledge, Skills & Abilities*

- Preference for technology solutions; strong problem solving skills for technology and process challenges including ability to identify, evaluate, address, and overcome operation challenges
- Expert level computer skills in MS Excel and constituent relationship management systems; Salesforce and Sharepoint experience preferred
- Ability to evaluate non-financial and financial data and provide analysis and recommendations; accounting experience a plus
- Demonstrated ability to design and implement new processes and facilitate user adoption
- A hands-on advocate who can build trust and credibility with employees to contribute to a safe, supportive, and open environment
- A strategic and creative thinker who can execute multiple, competing demands under pressure
- Excellent customer service skills and a facility to interact with a variety of people
- Appreciation for the support the public provides for the mission resulting in absolute commitment to financial integrity
- Discretion with confidential materials mandatory
- Commitment to problem solving, continuous improvement, curiosity and personal development
- Understanding and enthusiasm for Habitat for Humanity philosophy and willingness to advocate its mission
- Current authorization to work permanently in the United States
- Valid driver's license

### *Education and Experience*

- Bachelor's degree
- 7+ years of HR-related experience; human resources certification preferred
- Experience managing projects through all aspects of project management framework -- from initiation through closure.
- Personal volunteer experience

## **Position Details**

**Hours:** Full-time; 8am-4pm plus evenings and weekends meetings as required.

**Supervises:** Three staffed positions – CRM & IT specialist, business manager (part-time) and office support assistant – plus any recruited interns or office volunteers.

**Environment:** The Habitat Chicago office is located at Cermak Rd. and Carpenter St. in Chicago. It is accessible by car or by public transit. This position will have a desk, computer, and phone line in an open office environment.

**Conditions:** Ability to lift 25 pounds, ability to work at a computer for long periods.

**Compensation:** Salaried position ranging from \$63,000-65,000, depending on experience, plus benefits.

**FLSA Status:** This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). It does not earn overtime or compensatory time for additional time worked.

**Training:** The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform

her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

**To Apply:** Please submit compelling cover letter and resume to [jen.parks@habitatchicago.org](mailto:jen.parks@habitatchicago.org) with “People and Operations Manager – Your Name” in the subject line by 10/11/2019. Successful applicants will be contacted for interviews.

**Successful Habitat team members share the following characteristics:**

- **Trust:** You invest in your fellow team members and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a “go above and beyond” attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.