



Operations Manager

Job Description

Transportation Choices Coalition seeks an experienced Operations Manager to lead the internal operations of our organization. The Operations Manager works closely with the organization's leadership team to develop and run internal policies, financial protocols, and office management. Tasks range from administrative tasks such as scheduling, filing, and ordering materials to organizational operations work including income and expense budgeting, supporting hiring and onboarding new staff, and developing HR protocols. We are looking for someone passionate about cultivating an adaptive people-centered culture grounded in advancing racial equity and social justice along with strong employee performance and engagement.

This is a fast-paced job and requires the ability to time manage toward deadlines, switch tasks frequently, and be detail-oriented. As part of a small and mighty team, they will assist in other cross-functional work, including racial equity work and event support. The Operations Manager reports to the Deputy Director, and works closely with contractors such as TCC's accountant, IT professional, and HR and racial equity consultants.

Flexible schedule with some night and weekend work required.

Reports to: Deputy Director

Hourly Rate: \$65,000 a year with competitive benefits.

Position Type: Full-time, approximately 40 hours a week, based in Seattle (TCC has a hybrid in-person and remote workplace). TCC is working remotely for the time being.

About TCC

Transportation Choices Coalition is Washington State's leading non-profit organization working to expand transportation choices for everyone. Based in Seattle, our vision is to create vibrant and affordable communities connected by great transit for all. Our programs are focused on educating and building support for more transit, developing cutting edge policies to make it easier and more affordable for people to get around by rail, bus, bike and foot and winning new funding to support these transportation choices. In the last decade, we have won nearly \$30 billion in transit, bike and pedestrian investments.

TCC strives to be a great place to do great work. We prioritize a collaborative, team-oriented culture where everyone has a high level of ownership and performance in their roles, where we prioritize a regular practice of collective programmatic and operational anti-racism work, and where we care for ourselves, each other, and our community. We are a flexible workplace and place high priority on the health and well being of our staff.

Key Responsibilities

Financial Management (35%)

- Tracking expenses and ensuring timely payment of all bills/invoices/reimbursements and invoicing for TCC work (contract or grant work)

- Tracking incoming payments, grant agreements, and contracts
- Creating and/or updating internal financial protocols
- Coordinating with our auditor and accountant to run the annual audit and tax filing processes
- Financial reporting for development staff, accountant, and board
- Supporting annual budgeting process
- Supporting fundraising through budgeting and finances coordination
- Weekly financial meetings with accountant, monthly meetings with finance committee/board, annual meetings with auditor

Office Management (30%)

- Ensuring staff have all necessary equipment, software, and supplies
- Maintaining TCC's financial files, as well as other filing duties as needed
- Coordinate with IT consultant on all IT requests
- Schedule Board meetings and other appointments as needed
- Organize the office layout and order stationery and equipment
- Maintain the office condition and arrange necessary repairs
- May also assist with TCC mailings, writing thank you letters and other administrative and clerical tasks as assigned

HR and Staff Support (20%)

- Supporting the hiring process and onboarding for new employees
- Tracking staff hours, allocations, PTO, sick time, etc
- Purchasing and tracking professional development for staff
- Leading/facilitating internal work such as values/mission/vision work, handbook updates, financial protocols, and disaster planning
- Plan in-house or off-site activities like Board and staff retreats, lunch & learns, celebrations
- Assist with event logistics including TCC's annual fundraising event
- Occasional executive support including scheduling

Racial Equity Action Plan (10%)

- Co-leads Racial Equity Action Plan committee
- Coordinates with racial equity consultant and schedules team meetings
- Attends meetings and trainings, and supports work related to our Racial Equity Action Plan development and implementation

Internal Planning (5%)

- Participate in team check-ins, weekly staff meetings, and planning and support for TCC events
- Pursue professional development opportunities that advance skills for the role
- Produce an annual work plan with metrics tied to overall organizational goals

Primary Qualifications

- Strong organizational and planning skills in a fast-paced environment
- Demonstrated commitment to racial and gender equity, and understanding the role inequities play in our society; experience leading diversity, equity, and inclusion work in an organization or a team a plus

- Familiar with nonprofit financial work (budgets, development, etc.)
- Attention to detail and problem solving skills
- A creative mind with an ability to suggest improvements
- Excellent time management skills and ability to prioritize, manage and coordinate multiple tasks
- Excellent written and verbal communication skills
- Proficiency in MS Office
- Willingness to work occasional evenings and weekends

Secondary Qualifications

- Proficiency in WordPress, Campaign Monitor, Little Green Light, and/or Google Drive is a plus
- Familiarity and interest in transportation policy or related issues.
- Lived experience without a car; using transit as a primary mode of transportation or transit dependent.

The Successful Candidate Will

- **Manage a high volume of work with excellence:** Has, or can create, a system for keeping tasks from slipping through the cracks. Able to juggle competing demands and prioritize without sacrificing quality. Plans backwards to make deadlines. Asks for help when needed. Acknowledges mistakes and turns them into learning opportunities. Has a track record of leaving things better than they found them.
- **Have a strong sense of ownership and resilience:** Plans ahead and finds alternative paths, when needed, to get to the finish line. Bounces back from setbacks and rejections. Holds a high bar even when things are hectic. Someone who sees a no as another way to get to a yes. Lots of follow through, loves to see things over the finish line.
- **Love details and keep the big picture in mind:** You are able to keep long-term goals and strategy in mind while implementing day-to-day tasks to achieve them.
- **Proactively advance racial equity:** You identify decisions, policies, processes or practices that have disparate impacts based on identity and are driven to make changes in systems and practices to operationalize equity.
- **Prioritize relationships and collaboration:** You recognize the deep importance that relationships with colleagues and allies play in our work, and you build rapport and trust with others. Enthusiasm for meeting and engaging with people. Able to put people at ease and instill confidence in our organization, especially when there are lines of difference. Listens closely to understand needs or concerns and takes steps based on that input.

Compensation and Benefits

This is a full-time, 40 hour per week salaried position based in Seattle starting at \$65,000 a year. Competitive benefits package including medical, dental and vision insurance, retirement matching, vacation/sick policy starting at four weeks, 6 set and 4 floating holidays, professional development funding, and yearly transit pass. TCC prioritizes diversity and inclusion. Women, non-cis gendered people, people of color, and individuals from under-represented communities are strongly encouraged to apply.

Employment at TCC is based upon individual qualifications without regard to race, color, gender, sexual orientation, religion, creed, age, national origin, physical, or mental disability, marital, or veteran status, political ideology, gender identity, genetic information, or any other legally protected status. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social/recreational programs.

Essential Physical Skills

This position requires frequent sitting, standing and occasional walking; occasionally lifting 15 pounds or more; ability to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood.

Environmental Conditions

Generally, in an office environment with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All TCC employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

To Apply

Submit cover letter and resume in a single PDF file by email to Kelsey Mesher, at jobs@transportationchoices.org; indicate "Operations Manager" in the subject line. No phone calls please.

Applications accepted until Nov. 30, 2021.

For more information about TCC, visit www.transportationchoices.org