



## Operations Manager

### Job Description

Transportation Choices Coalition seeks an Operations Manager to run the internal operations of our organization. The Operations Manager works closely with the team to develop and implement financial protocols, assess internal systems, and manage office operations. Responsibilities range from administrative tasks such as scheduling, filing, and ordering materials to organizational operations work, including income and expense tracking, troubleshooting technology, and streamlining organizational protocols and processes. We are looking for someone passionate about supporting a mission-driven organization and skilled in process development and management.

This is a fast-paced job that 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 events and fundraising administration. The Operations Manager reports to the Deputy Director, and works closely with contractors such as TCC's accountant and IT professional.

Flexible schedule with some night and weekend work required.

**Reports to:** Deputy Director

**Hiring Range:** \$61,387-72,220

**Salary Range:** \$61,387-83,053

**Position Type:** Full-time, salaried non-exempt, approximately 40 hours a week, based in Seattle (Tuesdays and Wednesdays in our downtown Seattle office).

### About TCC

Transportation Choices Coalition is Washington State's leading non-profit organization that brings people together to advocate for safe, sustainable, and equitable transportation across Washington. Based in Seattle, our vision is to create thriving, transit-oriented communities where people of every race, class, ability, and zip code can get where they need to go. 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 culture where everyone has a high level of ownership and performance in their roles, where we center collaboration and a team-oriented workplace, 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**

### **Administration & HR Support (25%)**

- Set up and track employee onboarding and offboarding processes.
- Manage payroll and tracking staff hours, functional annual allocations, PTO, and lobbying; file necessary compliance reports
- Participate in updates to the operations handbook and financial protocols
- Provide administrative support to the Executive Director as needed, including scheduling Board of Directors meetings and taking notes and minutes.
- Manage records retention and maintenance of electronic documents in the TCC shared drive
- Monitor organizational emails, direct incoming emails to appropriate staff, and manage responses as needed.

### **Financial Management (25%)**

- Work with staff and the bookkeeper to manage accounts payable, including timely approval, payment, and coding of all bills, invoices, and reimbursements
- Oversee accounts receivable, including tracking incoming payments for membership, grants, contract agreements, and contract compliance. Generate invoices and track transactions to completion.
- Ensure compliance of financial transactions in accordance with the organization's financial protocols.
- Coordinate with TCC internal staff, auditor, and accountant to ensure timely receipt of financial documents to support the annual financial review and tax filing processes.

### **Fundraising and Event Operations (20%)**

- Assist with event logistics, including financial transactions, technology, and on-site event support such as tabling and setup.
- Conduct monthly data entry, including for newsletter sign-up and donor management database, Little Green Light.
- Generate regular reports for development to support data entry oversight
- Provide coordination and financial data to support development activities
- Pull reports, including importing new supporter lists and downloading segmented lists
- Perform regular donor database maintenance, including de-duping and updating supporter information.
- Support the Associate Director of Development in developing and updating database maintenance processes and systems.

### **Office Management & Tech Support (20%)**

- Oversee ordering and track inventory and maintenance needs for all necessary equipment, software, and supplies
- Serve as primary contact with Unico Properties building management staff for repairs, maintenance, and disaster preparedness
- Coordinate with IT consultant on all IT requests and tech support needs

- Provide tech support, including Zoom, Slack, and Monday.com, and basic website maintenance; troubleshoot printer and other tech needs; and coordinate with IT contractor on complex issues

### Internal Planning (10%)

- Plan in-house or off-site activities, including Board and staff retreats and celebrations
- Plans staff activities, including overseeing food budget and purchases
- 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

- 2+ years in nonprofit operations, business administration, or equivalent experience
- Strong organizational and planning skills in a fast-paced environment
- Familiarity with nonprofit financial work (budgets, development, etc.)
- Attention to detail and problem-solving skills
- A creative and process-oriented mind with the ability and willingness to suggest improvements
- Excellent interpersonal skills, especially in working with vendors or customers
- 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
- Demonstrated commitment to racial, environmental, and economic equity

### Secondary Qualifications

- Proficiency in WordPress, Little Green Light, Monday.com, Action Network, 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.

### 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 backward 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 challenges. Holds a high bar even when things are hectic. Sees a no as another way to get to a yes. Follows through and loves to see projects 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 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.

### **Essential Physical Skills**

This position requires the ability to occasionally lift 15 pounds or more; the ability to operate phones, computers, and other office equipment; a 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.