



FUTURES AND OPTIONS

Connecting Urban Youth to Careers

Operations Manager Job Description

Organization Overview

Since 1995, Futures and Options has *empowered* New York City's underserved youth to explore careers through career development and paid, mentored internships. We reach out to teens at a formative time of their lives, guiding them to further their education and become contributing citizens. Our model program enables middle and high school students to gain much needed access to the economic mainstream, work-readiness training, and support from caring adults. At the same time, businesses are connected to a pipeline of promising, motivated and diverse young people. Together with our partners, we are building the workforce of tomorrow. Our career development programs make it possible for determined, motivated teens to acquire the applied skills to successfully contribute to a global 21st-century economy. Since our inception, Futures and Options has served more than 8,000 New York City teens and coordinated internships at more than 500 businesses in New York City, with 90% of all participants successfully completing their program, graduating from high school *and* pursuing higher education.

Operations Manager Position

The Operations Manager will play a critical role in managing the day-to-day effectiveness of Futures and Options, including our support of our programmatic operations, finance, and human resources functions. S/he will play a collaborative role in developing and implementing systems that increase the effectiveness and efficiency of our work and supporting our ability to grow and expand impact. The Director of Operations will be part of the management team, reporting to the Executive Director.

Finance

- Coordinate day-to-day finance operations this includes processing deposits, payables, reimbursements, and invoicing.
- Work with the internal manager of financial reporting and analysis and development team to improve revenue tracking and budgeting
- Support the Program Director on program budgeting
- Manage bi-weekly payroll and relationship with payroll provider; supervise Internship Program payroll systems
- Facilitate annual audit through data gathering, 1099 preparation, 990 and Char500 filings and manage relationship with external auditors
- Maintain filings to ensure compliance with federal and state requirements
- Provide ongoing finance decision support to the organization's leadership

Operations

- Maintain files following Futures and Options procedures
- Oversight for managing office equipment and office supply inventory
- Manage all insurance, vendor contracts, and leases
- Oversee IT requirements and IT provider relationship
- Maintain accurate and clear documentation for operational procedures and activities
- Conduct regular meetings with administrative and program team to discuss operational issues and updates

- Recommend operational changes to improve overall organizational efficiency
- Across all areas of work, contribute to annual operations calendars and manuals.
- Manage office and relationships with vendors.
- Contribute to the development and integration of new processes as appropriate.

HR

- Manage new employee onboarding and oversee staff member responsible for maintaining personnel records
- Coordinate job postings and new hire process, including background checks
- Coordinate and supervise Internship Program's payroll onboarding
- Manage employee benefits, including staff leave records, enrollment, COBRA filings, etc.
- Maintain Employee Handbook and Policies while staying current on state and federal mandates and regulations that could impact organizational policies and procedures

Qualifications

- Bachelor's degree and a minimum of 3 to 5 years of relevant experience required
- Proficiency with Microsoft Office, with particular strength in Excel, required
- Experience with QuickBooks
- Experience with Salesforce is a plus
- Ability to work independently and efficiently, establish priorities, and meet deadlines
- Team player with strong relationship-based approach to work and ability to communicate effectively with a range of stakeholders
- High energy and a passion for Futures and Options' mission
- Have the desire to grow as a leader with a dynamic organization as we embark on our next phase of growth