

OPERATIONS MANAGER

Job Description

Mental Health America of Colorado is Colorado's leading advocate for the prevention, early intervention and effective treatment of mental illness. The Operations Manager is responsible for handling MHAC's administrative functions, including bookkeeping, database management, human resources support, vendor relations, clerical work, and administrative support for the President and CEO.

PRIMARY DUTIES AND RESPONSIBILITIES

General Administration

- Enforce office policies and procedures; makes changes to improve operational efficiency
- Answer phones and serve as office receptionist
- Manage volunteer program
- Manage room reservations (onsite and off), meeting set up, and attendance collection

Bookkeeping

- Prepare and enter check requests for processing
- Oversee reimbursement requests and credit card reconciliations
- Maintain vendor/payables files and oversee vendor relations
- Make bank deposits as necessary
- Enter receivables into accounting system
- Process credit card payments

Database

- Manage database, run reports, and oversee updates as needed
- Input data and coordinate system for other staff
- Troubleshoot technology problems
- Ensure security, integrity, and confidentiality of data
- Organize retention, protection, retrieval, transfer and removal of records (digital and paper files)

Human Resources

- Prepare welcome packets and orientations for new employees, volunteers, and interns
- Monitor leave accrued and taken

Facilities

- Serve as liaison between staff and IT contractor, building management, phone contractor
- Maintain office equipment and furniture, including repairs and upgrades
- Address staff needs for keys, building entrance cards, parking passes, other facility items

President & CEO Support

- Organize schedule
- Calculate and complete paperwork for reimbursements
- Field and triage incoming requests (mail and email)
- Debrief on activities and needs

DESIRED QUALIFICATIONS

- Associate's degree; bachelor's degree preferred
- Three+ years of experience in an administrative position
- Bookkeeping experience, preferably with QuickBooks
- High level of accuracy and attention to detail
- Passion for mental health and the mission and vision of the organization
- Proven ability to organize and meet deadlines
- Excellent internal and external customer service skills

This is a full-time position eligible for benefits. Salary commensurate with experience.

Applicants should email a cover letter, resume and writing sample to lcordes@mhacolorado.org; please use the subject line "Operations Manager." Only electronic submissions will be accepted. Applications are due by the close of business on Wednesday, February 10th. We regret that we cannot respond to every applicant; only those selected for an interview will be contacted.

MHAC is an equal opportunity employer. It is MHAC's policy to recruit, hire and promote persons in all job classifications without regard to race, color, gender, age, religion, national origin, disability, veteran status, marital status, or sexual orientation.