



OPEN POSITION: WSMA OPERATIONS MANAGER

I. BACKGROUND

The Washington State Microenterprise Association (WSMA) provides capacity building support for nonprofit organizations throughout WA that are primarily focused on helping the smallest businesses succeed. WSMA does this by providing Entrepreneurial Support Organizations (ESOs) across Washington with Training & Technical Assistance, Grants and Networking through Evergreen BizLink. This support helps these nonprofit partners provide business training, technical assistance, coaching, financing and other tools to help small businesses overcome the barriers to business ownership. With WSMA support, Entrepreneurial Support Organizations have been able to help small businesses grow, innovate, access credit and build strong local economies.

II. POSITION OVERVIEW & RESPONSIBILITIES

The WSMA Operations Manager is responsible for the day-to-day operations of the organization. This position will oversee daily operations and compliance requirements of the organization including financial operations, facilities, IT, human resources, administration, communications, legal and other regulatory activities, and other operational activities. This position oversees, coordinates, and participates in the development and implementation of administrative and operational policies and procedures that support WSMA established goals, objectives, and mission.

Finance Management

- Manages budgets and budgetary controls across general administration, payroll, grants, and/or contracts using **QuickBooks**. Work with and manages the WSMA bookkeeper to conduct monthly income and expense coding for accounts payables and receivables, ensure payments are made and received on-time, administer payroll, provide oversight of the monthly financial reports, and manage and participate in the annual audit or financial review process and Tax Form 990 as well as the year-end reporting
- Develops and manages the agency budget in partnership with the Executive Director. Analyze financial processes and reports to identify cost efficiency and support financial planning.

Facilities & Technology Management

- Ensures the premises are well maintained, safe and comply with relevant codes and standards and arrange for emergency repairs. Serves as liaison and oversee maintenance vendors. Coordinate, plan, and implement facility improvements and projects.
- Manages activities essential to the daily operations of WSMA's virtual/remote and in person office. Develops operations/systems as needed and improve existing systems for greater efficiency, including identifying and selecting appropriate technology options and providing recommendations for major purchases.
- Provides IT and information security support for main and remote offices, ensuring tech systems are secure, appropriate and functioning to support our team to do their jobs. [SEP] Maintains shared online work systems: Google Workspace, Zoom, Survey Monkey, Calendly, password manager, WSMA general email account, etc. [SEP] Maintains shared organizational, staff, and Board calendars and meeting schedules in collaboration with other staff (Executive Assistant to the Executive Director)

- Overseas vendor contracts and relations, maintenance of, and purchasing and ordering supplies and equipment.
- Supports staff with administrative and technology requests, and provides training as needed for new systems.
- Supports the collection of metrics and evaluations for quarterly and annual reporting
- Develops and submits reports for funders, staff and partners, etc.

Human Resources Administration

- Serves as human resources manager who is committed to building honoring practices that create healthy work environments centering race equity and mutual accountability.
- Manages employee support efforts, including hiring, problem solving and performance review processes. Ensures that colleagues have necessary human resources information, identifies and provides opportunities for professional development. Implements and updates orientation and onboarding for new colleagues. Updates personnel policies and supports policy implementation and documentation of changes made by organizational leadership.
- Responsible for all HR records/file management, including employee and independent contractor files.
- Leads staff team in ongoing organizational communication, meetings, strategic planning, colleague engagement, and internal team building. Ensures plans and expectations are clearly articulated; prepares and disseminates key information following meetings. Develops best practice approaches for effective internal organization practices and implements activities and process changes. Supports positive work environments and upholds professional standards of operation.
- Participates in creating job descriptions, ensuring they are accurate, responsive, welcoming and legal in the process. Participate in hiring, onboarding and offboarding processes.
- Collaborates with the Executive Director and Bookkeeper to administer employee benefits.
- Revises and/or proposes policy language for agency operations which includes, but is not limited to the Personnel Policies, Organizational Operations Handbook, Fiscal Policies & Procedures, Accident Prevention Policies, Emergency Policies, etc.
- Develops systems, policies and procedures for managing interns and volunteers.

Programs and Communications Systems Administration & Support

- Manages new initiatives in collaboration with project specialists and formalizes operational components in preparation for next steps.
- Collaborates with WSMA staff to create and post information on social media content.
- Supports program teams with administrative needs as they arise. [SEP]
- Provides operations and logistics support for program and organization event planning.

III. EDUCATION/EXPERIENCE/SKILLS/ATTRIBUTES

- Positive with strong orientation toward respect and dignity delivered to everyone with whom WSMA engages in strong alignment with diversity, equity, inclusion and belonging.

- Must be familiar and skilled with **QuickBooks** Accounting systems
- Significant work experience as an operations manager or similar role required.
- Experience with small and micro businesses and/or entrepreneurs a plus
- Excellent knowledge of MS Office applications (Windows, Word, PowerPoint, Excel), Google Workspace, Adobe, Microsoft Teams, Zoom, MailChimp, others
- Outstanding organizational and time management skills
- Resourceful, flexible & creative.
- Excellent verbal and written communication skills
- Self-motivated with the ability to work independently and as part of a team.
- Integrity, discretion and confidentiality are vital for this position.

VI. COMPENSATION & BENEFITS

- This is a full-time position: 32 hours per week with competitive salary commensurate with demonstrated required and desired experience listed above, with an opportunity for increased hours as the organization expands. The salary range for this role is between \$36.00 and \$46.00.
- Position is a combination of remote and on-site engagement based on organizational priorities with consistent in-person work conducted in Olympia, WA
- Paid sick leave
- Paid vacation
- Paid holidays
- Health Insurance: Competitive health insurance package, which includes medical, dental and vision and begins on the first of the month following 60 days of employment.
- WSMA participates in a retirement program. The employee contribution will be matched up to a maximum of 3% of their annual salary.
- Professional development benefit: Staff members are allotted \$350 per year for professional development as *defined by the employee* (Some examples include, but are not limited to writing workshops, self-care retreat, etc.)
- A welcoming team culture driven by transparency and respect in which every person has equal opportunity to inform and lead ideas that increase our impact.
- Opportunity for growth and development in a flexible (in person, remote), family-friendly work schedule that is risk-friendly to creative and emergent processes.

V. HOW TO APPLY

Submit resume and cover letter to: wsma@wamicrobiz.org with *Operations Manager* in the subject line on or before **Monday, April 1, 2024** or **until position is filled**.

The Washington State Microenterprise Association (WSMA) is an Equal Opportunity Employer and welcomes all qualified applicants regardless of gender, race, color, ethnicity, religion, disability, age, marital status, veteran status, sexual orientation, gender identity, gender expression, or any other legally protected status. Diverse and bilingual candidates are encouraged to apply. Our team is committed to healthy work environments and engaging diverse perspectives so that our employees bring their whole, authentic selves to work. We strive to effectively connect with the communities we serve from various ethnic and cultural backgrounds who are providing quality business and technical assistance service to all communities in Washington.