



Manager of Office & Operations Job Description

August 5, 2021

About Us:

Every Mother Counts is a non-profit organization dedicated to making pregnancy and childbirth safe for every mother everywhere. We work to achieve quality, respectful, and equitable maternity care for all by supporting quality programs through grants and by working with partners and thought leaders to increase awareness and mobilize communities to take action. This position will work out of our New York City location, under the supervision of the Director of Operations & Finance. It is an in-person role.

Job Summary:

The Manager of Office & Operations is to manage all facets of Every Mother Counts' office space and provide financial support to the Director of Operations & Finance to ensure there is accurate entry and documentation kept of the organization's donations and financial records. She/He/They is an integral member of our team who will help build the culture of our office and contribute to enabling the organization to achieve its mission.

In this exciting and varied role, you will be responsible for all administrative and logistical aspects of the office including, but not limited to: managing vendors for office services, office supplies, equipment, IT/technology, and phone systems, financial and donor systems, and onboarding and offboarding employees. This role requires being in person in the EMC office daily unless determined otherwise by EMC management.

Job Responsibilities:

Reception:

- Create and maintain a welcoming, clean, and safe environment for guests and employees.
- Handle reception, office mail, telephone calls and email inquiries (info@everymothercounts.org), by answering inquiries or alerting the appropriate staff member(s) of updates and requests as needed.
- Plan and execute all in-office catering involving external attendees (donors, grantees, etc.) and internal team-wide events at the office (i.e., Staff Retreat, employee send-off lunch, etc.).
- Manage EMC remote mail and office maintenance during extenuating circumstances (i.e. COVID-19, hybrid work, etc.).

Finance and Accounting Support

- Execute and maintain financial processes including but not limited to: managing the credit card expense submission process, approving bills in Bill.com, depositing checks regularly, and maintaining accurate and clear records of financial documents and donor information.

- Provide reports from EMC Accounting system (Intacct) and Accounts Payable system (Bill.com) to Director of Operations & Finance on a regular basis.
- Track, maintain, and share with EMC accountants and Director of Operations & Finance monthly financial close documents, such as:
 - Offline donation records (i.e. checks, ACHs, corresponding grant letters, appropriate back-up for foundation and corporate grants, etc.)
 - Grantor agreements (EMC as grantor) and other executed EMC contracts
 - Electronic donation reports made through online platforms and donor portals
 - In-Kind donation and Stock donation back-up
- Enter and code donations into Salesforce; provide monthly reports to the Director of Finance & Operations.
- Assist with and prepare for end of year close.
- Assist with and prepare for annual audit.

Technology:

- In connection with outsourced IT professionals, manage, maintain and update the office's IT systems and needs.
- Create guides for employees for systems integral to remote/hybrid work (i.e. Vibe Board, conference phones, Share Drive, etc.).
- Have full understanding of EMC's IT needs and priorities, and be able to support EMC staff by liaising with IT professionals, and/or providing in-office support for existing equipment.
- Act as billing administrator for tech vendors and ensure timely processing of invoices.
- Maintain inventory and storage for all IT equipment.
- Update EMC's outsourced accounting firm on the purchase and retirement of equipment as it occurs.
- Research, upgrade, and facilitate the purchase of existing technology to ensure the organization is keeping up with changing technological needs.

Vendor Management:

- Work with vendors, contractors, building management and other operations-focused professionals to maintain office, copier/printer, telephone, internet, postage machine and other office equipment.
- Manage and maintain office space, supply inventory, filing systems, and organization/maintenance of storage unit.
- Manage any updates needed to physical space and/or office moves.

Development:

- Provide regular updates to Development to of checks and ACH/wire donations received.

- Work with Development to provide proper information for Donor Acknowledgment letters.
- Coordinate track and follow-up with partners for outstanding payments.
- Work with Development to collect and confirm grant agreements and payment information.
- Maintain correct information in employee-giving portals and sharing donor information with Development.

Office & Operations:

- Assist in the planning, logistics and preparation of materials for staff meetings, internal events, Board meetings and team retreats.
- Maintain EMC Staff Calendar.
- Maintain and update email distribution lists, contact lists, dietary preferences, and inventory sizes for Board, Founders and Staff.
- Handle mailing and shipping for Finance and Operations needs.
- Assist staff in obtaining appropriate shipping/ mailing materials for their needs.

Qualifications:

- Bachelor’s degree
- 2 years of experience in an administrative or office management role
- Experience and knowledge of accounting systems and bookkeeping
- Skilled and comfortable with using and adapting to new technology
- Ability to work with outside vendors, negotiate contracts, communicate clearly and take initiative
- Ability to multi-task in a fast-paced environment and deliver proactively and professionally under pressure
- Collaborative, detail oriented, flexible, resourceful and innovative problem solver
- Superior communication and interpersonal skills
- Ability to work independently while maintaining effective working relationships with supervisor and co-workers
- Commitment to and enthusiasm for the organization’s mission and respect for our values

Compensation and Benefits:

- Salary Range: \$60K-\$65K
- Excellent benefits
- Exempt position

To Apply:

**Please submit a cover letter and resume to careers@everymothercounts.org
Equal Opportunity Employer**