



Operations Manager

Location: Albany, Oregon
Reports To: Executive Director
Status: Full-Time (Exempt)

At ABC House, our people are passionate about breaking the cycle of child abuse and neglect by supporting children as they find their voice, and helping children and families heal and thrive. Our core services include forensic medical exams and interviews to help identify child maltreatment, trauma counseling and family support services, and prevention and awareness education for the community. We envision a world in which every child has the opportunity to be happy, healthy and safe; parents and caregivers understand the impact of their actions on children; and our community actively and vocally stands up to child abuse and neglect. Join our team to help make a positive impact in a child's life today!

ABC House offers a culture of respect, teamwork, integrity and pride as well as competitive wages based on experience and a generous benefits package including 100% employer paid health insurance for the employee, including vision and dental.

Primary Responsibilities

The Operations Manager is responsible for the smooth operations of the facility, including building maintenance and repair, information technology and procurement. In addition to responsibility for the physical facility, the Operations Manager is also the human resources point person for the organization and directly supervises the organization's receptionist. Duties include but are not limited to:

- **Oversee day-to-day building operations (50%)**
 - Manage daily office operations and systems, including information technology, telecom system, mail service and office/program supply procurement.
 - Coordinate cleaning and maintenance of building and grounds, including identifying and hiring maintenance technicians and tradespeople as needed.
 - Troubleshoot computer problems and perform basic computer maintenance and repairs, including installation of hardware and software. Engage IT professionals when required.
 - Serve as point person for building security system and administer employee access controls.
 - Coordinate the purchase and installation of office, clinical and facilities equipment. Conduct research, obtain bids and make thoughtful recommendations to the Executive Director on equipment contracts and leases.
 - Maintain up-to-date inventories of office, clinical and facilities equipment, including monitoring replacement schedules.
 - Plan and coordinate staff workstation needs for new hires and internal moves as needed.
- **Serve as human resources manager (40%)**
 - Develop, implement and revise human resources policies and procedures to ensure efficient operations.
 - Maintain up-to-date knowledge of relevant human resources, employment law compliance and workplace safety requirements.

- Consult with external human resources consultants and make recommendations for changes to ensure continued compliance with state and federal employment requirements.
- Administer group insurance, retirement plan and other benefits. Research, analyze and make recommendations for benefits changes.
- Serve as link between senior management and employees by fielding HR questions and helping resolve work-related problems.
- Directly supervise lobby receptionist to ensure smooth communications and excellent client service. (10%)
- Other duties as assigned

Qualifications

- Bachelor's degree and a minimum of two years' experience in office management and/or human resources.
- Demonstrated experience in human resources management and employment law compliance.
- Strong knowledge of information technology and computer skills, including Microsoft Office suite and databases. Comfortable with basic IT management, including computer hardware set-up and software installation.
- Calm, approachable demeanor and ability to maintain confidentiality.
- Excellent organizational skills.
- Must possess valid Oregon driver's license and have access to reliable transportation.
- Ability to pass background check.

Compensation: Dependent upon experience. Excellent benefits package offered, including 100% employer-paid medical, dental and vision insurance for the employee, EAP program, paid holidays and a generous paid time off plan.

To apply: All qualified applicants interested in this position are encouraged to apply by emailing a resume, cover letter and list of three professional references to hr@abchouse.org. Please include "Operations Manager" in the subject line. Position will remain open until filled. No calls please.

ABC House is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and nontraditional family forms. ABC House is a drug-free work place. Under the provisions of the Immigration and Reform Act of 1986, the candidate will be required to provide evidence of identity and eligibility for employment.