



HALE 'ŌPIO KAUA'I
INC.

HALE 'ŌPIO KAUA'I, INC

Job Description

JOB TITLE: Operations Manager

PROGRAM: Administration

REPORTS TO: Executive Director

TYPE OF POSITION: Non-Exempt

APPROVED BY: _____ **DATE** 3/21/2025
Executive Director

SUPERCEDES JOB DESCRIPTION DATED: Admin Coordinator 6/21, Administration Coordinator 3/22

I. **JOB SUMMARY:** Under the supervision of the Executive Director, the Operations Manager provides comprehensive leadership and coordination of the agency's administrative, facilities, human resources, events, and office operations. This position ensures the smooth day-to-day functioning of internal systems, oversees office personnel, and supports organizational effectiveness aligned with Hale 'Ōpio Kaua'i's mission and values.

II. **QUALIFICATIONS REQUIREMENTS**

Skills/Knowledge: Strong proficiency in MS Office (Word, Excel, Outlook, etc.). Familiarity with HR practices, nonprofit administration, and office technology. Excellent time management, organization, and multitasking abilities. Strong interpersonal and problem-solving skills. Ability to maintain confidentiality and demonstrate cultural sensitivity.

Education/Training: Associate's or Bachelor's degree in Business, Office Administration, HR, or related field preferred

Experience: Minimum 3–5 years of administrative or operations experience, preferably in a nonprofit or social service setting

III. **ESSENTIAL JOB FUNCTIONS**

1. Office & Administrative Operations

- Provide leadership to administrative staff and ensure quality clerical support across departments
- Maintain agency-wide forms, brochures, and business documents
- Manage incoming/outgoing mail, check logs, filing systems, and office supplies inventory
- Troubleshoot and coordinate maintenance of office equipment (copiers, phones, computers, etc.)
- Maintain vendor relations and manage service agreements (e.g., IT, HVAC, handyman)
- Support record-keeping and reporting duties

2. Human Resources Coordination

- Serve as in-house HR point of contact, coordinating with external HR services
- Manage recruitment postings, new hire onboarding, and file compliance
- Track and ensure timely collection of employment documents (e.g., CPR/First Aid, TB, background checks)
- Maintain and audit personnel files
- Assist in payroll processing when needed

3. Risk Management & Facilities

- Chair or co-chair the Risk Prevention Committee
- Conduct and document monthly safety inspections of all sites
- Oversee vehicle maintenance and mileage logs
- Coordinate facility maintenance, repairs, and service contracts
- Maintain property inventory and manage disposal processes

4. Event Planning & Coordination

- Plan and execute staff and agency-wide events: Annual Meetings, Staff Mahalo, monthly birthdays, seasonal events, etc.
- Support community and fundraising events
- Coordinate logistics, food, materials, and staff communications

5. Executive & Board Support

- Provide executive-level support to the Executive Director, Controller, and Board

6. Financial & Contract Support

- Deliver deposits to the bank weekly or when thresholds are met
- Assist with processing accounts receivables and check logs
- Maintain independent contractor files and credentials
- Provide backup financial administrative support

7. Communications & Outreach

- Update and manage social media accounts (Facebook, Instagram, Twitter/X)
- Coordinate with contracted marketing/web professionals to update website content
- Maintain mailing lists and donor tracking systems

- Demonstrates ability to work independently and proactively.
- Attends trainings and meetings as required.

IV. OTHER JOB FUNCTIONS:

- Attends training and meetings as required
- Promote a culture of continuous improvements across operations
- Perform other tasks as assigned by the Executive Director.

V. WORKING CONDITIONS:

Environment: Primarily office-based, with occasional off-site duties.

Equipment Use: Standard office and communication equipment

Work Hours: Normal business hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. Flexibility required. Occasionally work more than 40 hours a week, on weekends and evenings.

Physical: Must lift/carry up to 30 lbs. regularly and 50 lbs. Occasionally.

Driving: Access to a vehicle with a valid license and required insurance.

VI. **MENTAL & COMMUNICATION DEMANDS**

- Ability to prioritize under pressure and manage multiple deadlines.
- Effective communicator with diverse teams and stakeholders.
- Required frequent decision-making and discretion.

VII. **OTHER:** Must have access to a vehicle, and if driving, must have a valid driver's license, safe and responsible driving record, and current no-fault auto insurance, with a minimum of \$100,000.00 bodily injury liability coverage.

This job description is intended to indicate the kind of tasks and levels of work difficulty that will be required of the position given the title *Operations Manager* and shall not be construed as declaring all the specific duties and responsibilities. It is not intended to limit or modify the supervisor's right to assign, direct, and/or control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.

Employee's Acknowledgment _____ Date _____

