



Position Title: Operations Manager
Reports To: Chief Financial Officer (CFO)
FLSA Category: Exempt

Overview of Organization & Position

Since 1937, Triangle Family Services (TFS) has served as the place to turn for innovation and solutions for families facing crisis. TFS accomplishes its mission of, “Building a Stronger Community by Strengthening the Family”, through its three core program areas including, Family Safety, Financial Stability and Mental Health. Serving more than 2,000 families annually, with a 90% success rate, and 71% of our client base living below the federal poverty level. Families experiencing crisis seek TFS’ trained, accredited, and credentialed staff that provide critical financial, mental health and abuse intervention services. As TFS’ experts delve deeper into each family’s case, it is often found that there is a need to provide them with a comprehensive suite of services, which enables our community to thrive and prosper. Visit www.tfsnc.org for more information.

Position Summary

The Operations Manager has responsibility for all administrative aspects of TFS’s business operations reporting to the CFO. The Operations Manager will work in conjunction with the CFO and leadership to organize and coordinate the implementation of a strategic approach to operations, projects, and IT.

Manager will:

- Liaise with department heads to develop plans and ensure company-wide operational compliance.

Facility & Security Management

- Implement and manage all contracts for facility maintenance and vendors to ensure compliance and effectiveness.
- Make effective decisions when presented with options for how to progress the maintenance of the facility.
- Serve as a point of contact for all facility needs and be available in case of any building emergencies.
- Communicate with executives or C-Suite to keep projects aligned with their goals.
- Manage, track inventory, and house all facility and access supplies needed for the agency.
- Perform quality control throughout developments to maintain the standards expected.
- Collaborate with HR to track and manage all access for building security to ensure keys and granted access is permitted to proper staff and visitors.
- Define, implement, and revise operational and emergency policies and guidelines for the organization.
- Lead and Manage Risk Management Committee ensuring best practices for security and safety of staff and clients.
- Long-term planning to create initiatives that further the company’s overall goals for facilities and security.
- Communicate with the leadership team about company priorities and projects.
- Identify and assess potential operations challenges and work to find solutions to maximize efficiency and revenue



Front Desk

- Manage day-to-day operations.
- Address client inquiries and complaints that require escalation.
- Oversee and supervise front desk reception employees, including weekly meetings, Paychex review and job training requirements.

Information Technology Management

- Create and manage electronic conversion of company documents to ensure proper access and maintenance of online storage systems.
- Work closely with outsourced IT vendor to:
 - Track and manage all staff needs submitted to vendor ensuring a timely response.
 - Evaluate current contracts and provide oversight to ensure needs are being met and identify if/when any changes are needed.
 - Develop new network troubleshooting strategies to help reduce downtime and decrease maintenance costs.
 - Create efficient strategies for upgrading the company's network software whenever a new update is available.
 - Construct and implement plans to ensure the company's network continues to operate smoothly in the event of a problem.
 - Stay up to date with new network technology and report this information to the executive team each quarter.
- Work closely with other department Managers to assess the growth needs and maintenance of the company's network.

Experience, Skills, and Education

- Bachelor's degree or equivalent experience
- 3-5 years of proven successful operational experience, including IT or facility management preferred.
- Excellent verbal and written communication skills
- Demonstrated ability to think strategically and understanding of strategic operational development.
- Excellent organizational skills and detailed oriented
- Work well with a team as well as alone, with little supervision and being held accountable for results.
- Excellent leadership and organizational abilities
- Superior knowledge of industry regulations and operational guidelines and negotiation skills

Values:

- Integrity: We act in a manner consistent with our words and beliefs
- Honesty: We deal with each other in a straightforward manner
- Respect: We treat others with care and consideration
- Courage: We pursue our beliefs with strength and perseverance
- Diversity: We seek; value; and respect differences among our team
- Mates
- Balance: We strive for stability and vitality in our lives



harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Working Hours/Conditions

Onsite, Full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. Some travel for off-site meetings, events or tasks may be required. Work schedule may involve occasional evening and weekend hours.

TFS requires all employees to be fully vaccinated against COVID-19, where allowed by state or local law unless approved accommodation is applicable.

To apply please submit a cover letter, resume, and required salary range to resume@tfsnc.org with the position title (Operations Manager) in the subject line.