



## OPERATIONS MANAGER

### OUR MISSION:

Help One Now exists to empower families in developing countries through high-capacity local leaders with proven solutions to end extreme poverty. We empower families through business, education, and community care in partnership with local leaders.

### OUR CORE VALUES:

At Help One Now, we are:

1. **Transparent** - We view all of our relationships as friendships, and value open conversations and transparency in those relationships - from our team, to donors, international partners, and everyone in between, we're always open, honest, and up front.
2. **Inclusive** - We are a wide table: we believe anyone who wants a seat at the table of doing good deserves to be here. That means we have a wide range of personalities and perspectives surrounding us, and we think that's beautiful. We recognize tension, but prioritize connection and empathy.
3. **Collaborative** - We believe our greatest gift is one another. Collaboration is how our best work gets done - collaborating with our friends, donors, international partners, and each other is what makes us great.
4. **Innovative** - We are smart, fun and entrepreneurial. Being part of our team means taking initiative and problem solving some of the most unique issues from small to large.
5. **Empowering** - We exist to empower people around the world, and we take that value to heart. This includes empowering our team, donors, and friends. We believe everyone's voice matters and seek to see all people live out their fullest potential.
6. **Committed** - We are committed to the partners, families, and children we serve around the world. We're in this for the long haul and we believe true partnership only exists with true commitment. That commitment is a two way street and we strive to uphold it in all of our relationships - our commitment to our donors, to utilize the resources they give for the greatest impact; to international partners, to stand by them and work together for good; to the people we serve, to develop in healthy, sustainable, dignified ways; and to each other, to see this work through.
7. **Friendship** - We value the collaborative relationships we develop here at Help One Now. We think the best way to stay committed and connected is to remember that we are building friendships. We create a team atmosphere, we love to have fun together, work

hard and play hard. We take that value into every facet of our organization - our global partnerships, team building, donor journey, and board relationships.

### **WHAT WE MEAN BY LOCALLY LEAD**

Help One Now empowers local leaders who are already working effectively in their respective communities through friendship and partnership. They are our greatest resource, and without them, sustainable change is not possible.

These leaders are community development experts, pastors, team builders, and co-laborers for Christ on the journey to end poverty. They collaboratively mobilize the local church, government agencies, and other entities to engage the community's needs with crucial initiatives that produce community resilience, health, and progress.

### **POSITION SUMMARY:**

The Operations Manager serves as the organizational backbone for Help One Now, ensuring seamless operational functionality across all departments and initiatives. This strategic role combines technical expertise with process management, focusing on optimizing systems and workflows that enable our mission to end extreme poverty through high-capacity local leaders.

This position requires someone who can expertly navigate complex operational challenges while maintaining the flexibility and innovation that defines Help One Now's approach to global impact. Success in this role demands not just implementing efficient systems, but also fostering a culture of operational excellence that advances our mission of empowering families through proven, locally-led solutions.

Reporting directly to the EVP of Strategy and Advancement, this position is integral to ensuring that our organizational infrastructure effectively supports our frontline work. The ideal candidate will be a detail-oriented problem solver who thrives on creating order from complexity, while developing scalable solutions that fuel organizational growth and impact.

## **ESSENTIAL RESPONSIBILITIES:**

To perform this job, an individual must perform each of the following essential functions satisfactorily:

### **Technology Management & Systems Integration (30%)**

- Serve as organizational super-user for all technology platforms (CRM, project management, financial, communications systems, etc)
- Evaluate, implement, and optimize technology solutions that enhance organizational efficiency
- Manage vendor relationships for all technology services and subscriptions
- Provide training and support to team members on technology systems
- Ensure data integrity across all platforms through proper integration and maintenance
- Develop and maintain comprehensive documentation for all technology systems
- Research and recommend new technology solutions as organizational needs evolve

### **Process Development & Improvement (30%)**

- Identify operational inefficiencies and implement solutions across departments
- Design, document, and standardize key organizational processes
- Create and maintain operational manuals and guidelines
- Facilitate cross-functional process improvement initiatives
- Develop templates and workflows to streamline recurring activities
- Conduct regular process audits to ensure efficiency and compliance
- Collaborate with department leaders to optimize their operational workflows

### **Project Management (20%)**

- Lead organization-wide strategic initiatives and special projects
- Develop project plans with clear milestones, timelines, and resource requirements
- Facilitate cross-departmental collaboration on major initiatives
- Track progress and ensure timely completion of project deliverables
- Identify and mitigate project risks proactively
- Report on project status to executive leadership
- Balance multiple concurrent projects with varying timelines and priorities

### **Operational Support & Cross-Departmental Collaboration (10%)**

- Provide operational support to all departments
- Serve as liaison between departments to ensure operational alignment

- Coordinate logistics for organizational events and meetings
- Support onboarding processes for new team members
- Facilitate internal communications regarding operational changes
- Assist with implementation of strategic initiatives across departments
- Develop operational solutions that support international partnerships

### **Financial Management & Metrics Tracking (10%)**

- Support budget development and monitoring across departments
- Create and maintain organizational dashboards for key performance indicators
- Produce regular reports on organizational metrics for leadership
- Analyze operational data to identify trends and opportunities
- Implement cost-saving measures across operational areas
- Track and report on program outcomes and impact measurements
- Ensure operational activities align with budgetary constraints

### **Other Qualifications/Abilities:**

- Knowledge of principles and processes for leading, managing, and empowering staff effectively.
- Ability to communicate information and ideas in speaking and writing so others will understand.
- Familiarity with CRM softwares, email software, and communications, Asana, Adobe, PowerPoint or Keynote.
- Write/run data reports and prepare presentations to communicate results.
- Familiarity with financial statements and analysis to understand and communicate financial results in the organization.
- Ability to collaborate with multiple colleagues and departments to solve logistical issues and develop operational goals and plans.

### **KEY METRICS:**

- Achieve 95% system uptime for all critical organizational platforms
- Implement at least 4 significant process improvements annually that demonstrably increase efficiency
- Successfully manage and complete at least 3 major cross-departmental projects annually
- Develop and maintain comprehensive documentation for 100% of core operational processes

- Create and maintain organizational dashboard with key metrics updated weekly/monthly
- Achieve 90% positive feedback from team members on operational support services
- Successfully integrate all departmental data systems within 18 months

### **YOU'RE THE RIGHT FIT IF YOU ARE:**

- Passionate about and love the work of Help One Now
- A person of integrity and a good listener
- Able to motivate and get people excited
- A hard worker and not always constrained to “normal” working hours, as fundraising conversations and events can be held on the weekends or during evening hours
- Understand that you are not only serving our program beneficiaries but the donors who make it all possible
- A self-starter and a high-energy team player
- Able to take constructive criticism well
- Able to persevere when results are not what you hoped. Ex: Be ok with being told no
- An effective communicator

Ideally, you already have an existing network of potential donors, a church network, and/or simply having a broad variety of people that you know would be interested in the work of Help One Now.

There are two opportunities for this position.

- A part-time (25-30 hours) 1099 Contract position
- A full-time W-2 salaried position with benefits.

### **HOW WE SUPPORT OUR TEAM**

- Generous paid time off: 10 days of paid time off to begin (builds with years of service) and paid company holidays
- 100% employer paid medical, vision, and dental insurance plan for employee only coverage
- Employer paid life insurance coverage
- 401k plan with a company paid non-elective contribution, as well as a company paid match based on voluntary contributions

