



## POSITION DESCRIPTION

### Operations Manager, Human Resources

#### Sojourners Care Network

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*Sojourners Care Network, a nonprofit organization rooted in Appalachian Ohio, empowers young people to become healthy, responsible, and productive citizens now and in the future.*

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**Type of Position:** Full-time, salaried. 40 hours per week. Salary \$36,000 to \$42,000 annually, depending on education, experience, and any relevant credentials. Eligible for full benefits, including life insurance, employee health reimbursement account, and optional medical, vision, and dental insurance.

**Location:** Based at Sojourners Family Center, 31860 Claypool Hollow Rd., McArthur, OH.

**General Purpose:** Sojourners' Operations Team manages the fiscal, human resources, facility, and general operations for Sojourners. This includes entering and verifying employee payroll, paying bills, ordering supplies, creating and receiving payments on invoices, developing, implementing, and monitoring program budgets, managing Sojourners' leases and properties, and fulfilling the organization's Human Resources functions.

This Operations Manager provides leadership to the Human Resources and Personnel Development functions of the organization, and supports the Associate Director, Operations with fiscal and general operations.

**Work Hours:** Sojourners' hours of operations are Monday-Friday, 8:00 to 4:30.

**Supervision:** This position reports directly to Sojourners' Associate Director of Operations.

#### **Job Duties:**

##### **Human Resources and Personnel Development:**

- Supports the recruitment/hiring of qualified job applicants for open positions; collaborates with departmental managers to identify skills and competencies required for openings.
- Conducts or acquires background checks and employee eligibility verification.
- Prepares new employee files.
- Maintains accurate records of personnel-related data (payroll, personal information, leaves, turnover rates etc.) and ensures all employment requirements are met.
- Assists supervisors in performance management and evaluation procedures.
- Tracks job applicants and their status in meeting employment requirements.
- Handles employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff.
- Processes required insurance and employee benefit documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions.
- Develops and administers a broad-based plan of action to ensure that employees have the skills and knowledge necessary to effectively contribute to the organization's mission and objectives.
- Collaborates with program directors and Senior Management Team to create and deliver an effective orientation and onboarding plan for each new Sojourners Employee.
- Responsible for creating and enacting training programs for employees that align with Sojourners goals
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.

- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Assists in ad-hoc HR projects and activities, like collection of employee feedback and salary analyses.

**Fiscal and General Operations:**

- Receives and enters vendor invoices and/or purchase orders for payment; print checks for authorizing signatory.
- Receives and enters payments for services; prepare bank deposit for approval by supervisor.
- Provides support with payroll activities as assigned by Director, Operations.
- Prepares monthly Hopewell Behavioral Health reimbursement invoice from staff time and effort reports.
- Prepares and distributes monthly foster care invoices to counties for payment.
- Verifies monthly foster care provider reimbursement amounts, records electronic file transfer amounts for each provider in QuickBooks.
- Processes staff travel reimbursement and per diem travel advances.
- Processes YouthBuild participant weekly stipend and incentive payments.
- Prepares documents and reports for fiscal/program audits.
- Provides technology and computer support.
- Maintains current staff contact lists, email lists.
- Corresponds as requested with Sojourners Board of Directors, Senior Management Team, All Staff lists.
- Serves as recording secretary for Sojourners Board of Directors meetings.
- Performs customer service functions by answering employee requests and questions.
- Makes photocopies; mails, scans, and emails documents; and performs other clerical functions.
- Maintains extensive knowledge of Sojourners Dropbox file structure.
- Files documents into appropriate cloud-based storage.
- Creates forms and documents using Microsoft Excel, Word, or other software.
- Back-up contact for online accounts—utilities, computer software, email.

**Qualifications:**

- Bachelor’s degree preferred. Human Resources, Business Administration, or related field preferred.
- At least one year of human resource/personnel management experience required.
- Computer competency— must be highly computer/technology experienced, confident, and competent— demonstrated experience operating in a virtual environment using MS Office applications, cloud-based applications, database programs, and distance learning platforms and technologies is essential.
- Must be adept at problem-solving computer, technology, and software issues.
- Experience with QuickBooks accounting software is preferred.
- Valid driver’s license; Current auto insurance coverage; Must have clean driving record; insurable by our insurance provider.
- Ability to pass Sojourners’ screening process, including drug screening and background checks.

**Key Competencies:**

- Organization skills
- Planning Skills
- Verbal and written communication skills
- Work management and prioritizing skills
- Problem-solving ability
- Teamwork
- Attention to detail
- Accuracy
- Reliability
- Discretion/confidentiality