

## **Operations Manager**

Full time with benefits

Grey Bears is a 501(c)(3) nonprofit community-based organization that promotes nutrition, activity and social connection as the perfect recipe for healthy aging. We deliver more than two million pounds of healthy food and other services to aging adults throughout Santa Cruz County each year. To support our programmatic work, we manage a variety of business enterprises focused on reuse and recycling. Grey Bears is supported by a volunteer workforce of more than 500 and significant in-kind and public support.

Reporting to the Executive Director, The Operations Manager will be a hands-on catalyst helping to drive the success of day-to-day activities. You will work closely with department managers to support reuse, resale and online sales programs, volunteer outreach and training, events, classes and development activities, and human resources. Your proactive leadership will maintain a positive culture that motivates employees and volunteers, and supports an environment for improvement and growth.

### 1) Program Leadership

- Ensures effective operation of programs and activities in coordination with department staff.
- Provides key support to thrift store, resale and online sales platforms, including processes for receiving, assessing, cleaning, testing, pricing, merchandising, cashiering and selling donated items from the public.
- Promotes Healthy Food for Seniors program client participation through networking, collaborating with community partners, tabling at events, public relations and other outreach opportunities.
- Promotes organization, programs and activities via e-newsletters and social media.
- Other duties as assigned.

### 2) Volunteer and Administrative

- Recruits volunteers from our existing community and throughout Santa Cruz County.
- Assists Volunteer Coordinator with volunteer orientations and improves on-boarding, training and support functions.
- Resolves personnel and volunteer-related issues.
- Revises employee and volunteer handbooks as needed and ensures management actions conform to handbooks and labor laws.
- Assists with developing and maintaining policies and procedures.
- Engages volunteers and other stakeholders to deepen their involvement, helping them to become potential donors, fundraisers, board members and connectors.
- Manages staff and volunteer schedules and tracks volunteer hours in organization database.
- Conducts volunteer satisfaction surveys.
- Coordinates annual volunteer appreciation luncheon event.
- Other duties as assigned.

### 3) Event Coordination

- Coordinates event logistics for three annual luncheon events.
- Supports and promotes classes, prepares and maintains classroom space, coordinates Repair Cafés and other activities to ensure positive outcomes for attendees and instructors.

### Qualifications

- BA/BS degree with 1-3 years of management and/or volunteer coordination experience in a nonprofit organization including program supervision, or an equivalent combination of education and experience.
- Outstanding oral and written communication skills.
- Outgoing and friendly; a people person.
- Experience building relationships with people of diverse backgrounds, belief systems, ages and abilities.
- Highly organized and detail-oriented.
- Hard-working and self-motivated.
- Ability to work independently with direction and as part of a team.
- High level of flexibility and ability to adapt to changing priorities.
- Experience with Microsoft Office, social media (Facebook, Instagram) and Google Calendar.
- Flexible schedule that accommodates the needs of the organization.
- Comfortable with public speaking.
- Driver's license with clean DMV; ability to drive to events and pick up donations and supplies.

### Preferred Qualifications:

- Experience with recruitment, orientation, hiring and training of volunteers and/or paid staff.
- Bilingual Spanish/English.
- Experience with Filemaker Pro, eBay, Amazon.com and Facebook Marketplace, Vertical Response and Survey Monkey.
- Fundraising and grant writing experience.

### Special Conditions of Employment

- Occasional weekend shifts required.
- Ability to perform essential physical job functions typically requiring bending, squatting, sitting, standing, walking, handling objects up to 25 pounds, pushing/pulling, reaching above shoulder level and using fine finger movements with manual dexterity.
- Selected candidate will be required to pass a criminal history background check.
- All Grey Bears employees must know and follow job safety procedures, attend safety meetings and trainings, proactively promote safety at work, and promptly report actual and potential accidents and injuries.

### Compensation

Exempt Position/Full time: 40 hours/week (including weekends as needed), \$46,000-\$50,000 per year commensurate with experience.

Benefits: Paid medical, dental, vision, sick leave, vacation plus observed holidays; 403b retirement plan available with employer contributions after one year.

Position is open until filled. To apply, please send resume with cover letter and one writing sample to:

Executive Director  
Grey Bears  
2710 Chanticleer Ave  
Santa Cruz CA 95065  
Email resumes to: [careers@greybears.org](mailto:careers@greybears.org)

Grey Bears is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition, marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties.

For more information visit [greybears.org](http://greybears.org).