



Position: Manager of Operations	Status: Exempt
Reports to: Executive Director	Date: November 2022

Background

The vision of Greater Newark Health Care Coalition (GNHCC) is for all residents of Newark, East Orange, and Irvington to have a fair and just opportunity to attain their highest level of health. GNHCC is also one of four not-for-profit regional health hubs (RHHs) in New Jersey working with both clinical and social service providers to improve patient care and outcomes for Medicaid beneficiaries. In furtherance of this vision, and role as an RHH, GNHCC plays four key roles: convenes community stakeholders, collects and analyzes data, pilots programs, and advances advocacy and policy. GNHCC plays these roles in three areas of work: maternal & infant health, child & adolescent health, and regional community health.

Position Summary

GNHCC seeks a full time Manager of Operations to join its team to oversee provision and tracking of quality and timely administrative, fiscal and operational services for the organization. The Manager of Operations will be responsible for the day-to-day operations of the organization, which includes, development of internal processes and associated policies and procedures, office space and equipment, human resources, and support with finances, communications and social media.

The successful candidate will be a hands-on individual, involved in the operational weeds of the organization, loves problem solving, is solutions oriented, and is hyper focused on both processes and results.

Responsibilities include, but are not limited to:

Reporting to the Executive Director of GNHCC, the Manager of Operations will lead internal operations for the organization and advance work in the following areas:

Internal Operations

- Coordinate agendas and related needs for staff meetings, staff retreats, and board meetings.
- Engage in a comprehensive review of current systems and processes with an eye toward making recommendations for consolidation and efficiencies.
- Design, implement, and improve upon GNHCC's internal operations processes and protocols, including electronic documents and records;
- Train team members on GNHCC's internal operations and protocols;
- Identify, implement, and assess use of file sharing platforms, project management tools, and virtual convening platforms (Zoom, Teams, OneDrive, etc.);
- Support program staff in maintaining best-in-class electronic and hard copy filing systems;
- Provide and implement recommendations for system improvements in support of continued organizational growth.

Financial Management Support

- Collaborates closely with Director of Finance to support financial management of the organization.
- Responsible for upholding office mail procedures.
- Responsible for tracking and processing all checks received in the mail.
- Responsible for upholding office debit/credit card procedures.
- Responsible for tracking and proper record keeping of receipts for all GNHCC Debit/Credit Card purchases.
- Responsible for upholding policies and procedures for GNHCC Office Petty Cash.
- Operational responsibilities as assigned during annual audit fieldwork.

Communications & Social Media

- Develop, implement, and evaluate an annual communications plan.
- Create branding toolkits that aligns GNHCC and partners on how to properly represent the organization, including logo representation, approved language, etc.
- Manage consultants, including public relations and web designers, as needed.
- Write and draft press releases, Op Eds and more on behalf of the Executive Director and Board of Directors to promote the work and mission of GNHCC as well as raise awareness of its impact.

Liaison to VNAHG

- Coordinates with points of contacts at VNAHG in the following areas - human resources, office space, physical equipment, and payroll.
- Oversee staff recruitment and hiring including the development and promotion of job postings, candidate screening, and onboarding
- Monitor semi-monthly payroll to ensure timely reporting of staff hours.
- Oversee the exiting process and interview of departing employees.

Skills and Qualifications

- Bachelor's (Required)
- Operations management experience: 2-5 years (Required)
- Financial services experience: 1-3 years (Preferred)
- Demonstrated ability to manage and execute projects.
- Proven track record of working strategically and collaboratively across departments.
- Ability to work independently as well as collaboratively in an environment with multiple priorities and tight deadlines.
- Excellent interpersonal and verbal communication skills

To apply, please send a cover letter, resume and three references to admin@greaternewarkhcc.org. Please include "Manager of Operations" in the subject line.