Title: Operations and Development Manager

Reports to: Executive Director

Location: Emeryville, CA

Salary: $70,000 - $75,000

Type: Hourly (40 hours per week)

**About Gender Spectrum**

Gender Spectrum is a non-profit founded in 2006. We are a national leader focused on addressing issues related to children, youth and gender diversity, with a mission to create a gender-inclusive world for all. To accomplish this, we help families, professionals and organizations increase understandings of gender and consider the implications that evolving views have for each of us.

**Position Summary**

This newly created position is designed to help Gender Spectrum build and maintain an operational foundation that will allow it to grow through the efficient management of program and fundraising logistics. Working closely with the Executive Director, you will be responsible for overseeing the execution of accounts payable and receivable, payroll, and employee benefits. You will liaise with Gender Spectrum’s external accountant to manage the process for the quarterly financial close. You will have primary responsibility for the scheduling of staff meetings and the materials relating to them. You will assist the Executive Director with human resources functions such as posting open job descriptions, recruiting potential candidates, managing the hiring process, and managing the onboarding process. You will also assist the Executive Director in managing the staff evaluation process. You will enter all donations into our Salesforce database and log communications with donors, and manage the grant application and reporting calendar to ensure that all deadlines are met. You will also work with the Executive Director to schedule board meetings and quarterly funder calls, and to maintain steady outreach to individual donors. From time to time, you may be asked to conduct donor research. Finally, you may be asked to assist with the annual conference and symposium planning process.

**Key Areas of Responsibility**

**Internal Processes**

* Manage accounts payable to ensure timely payment to all vendors and contractors.
* Work with the Program Coordinator for Professional Development to ensure that all accounts receivable are processed in a timely fashion and payment received for all professional development work and online consulting.
* Process incoming donations and enter them into Salesforce.
* Generate acknowledgment letters to mail or email to donors.
* Generate regular reports related to donor pipeline, donor segmenting, and income received.
* Manage the grant application and reporting calendar to ensure deadlines are met.
* Run payroll on a bi-weekly basis; enter new employees into our payroll system, and dismiss employees from the system when they leave Gender Spectrum.
* Manage the process for approving staff expenses and reimbursement.
* Liaise with Gender Spectrum’s external accountant to manage the process for the quarterly financial closings.
* Manage the [info@genderspectrum.org](mailto:info@genderspectrum.org) mailbox to ensure the timely response to incoming requests; likewise manage the “Website Info Request” form to ensure the timely response to incoming requests.
* Manage the calendar invite for weekly staff meetings, and the priority tracking spreadsheet.
* Serve as first point of contact for staff who have technology issues, particularly as they relate to our Salesforce account; serve as liaison to our Salesforce consultant.
* Be responsible for the distribution and collection of Gender Spectrum property to staff, including computers.

**Human Resources**

* Manage posting of all open jobs at Gender Spectrum.
* Manage the hiring process for all open jobs, including scheduling of phone screens for candidates, distribution and collection of candidate work exercises, and scheduling of final round interviews.
* Manage the onboarding process for new staff, including scheduling of introductory meetings with other staff, introductions to Gender Spectrum’s processes, ensuring new employees submit their w4 and direct deposit information, creation of Gender Spectrum email and other accounts, as needed.
* Manage the evaluation process for all staff, including distribution, collection, and storage of self-evaluation forms; distribution, collection, and storage of manager evaluation forms; and the scheduling of all formal evaluation meetings for staff who are directly evaluated by the Executive Director.

**Annual Conference and Symposium**

* When we return to an in-person conference, assist with the logistical aspects of conference planning, including site selection and contract negotiation; menu selection; hotel selection and negotiation; and conference registration.
* Schedule the weekly conference planning meetings and maintain the tracking spreadsheet for planning tasks to be accomplished each week.
* Help manage the ticket registration process and respond to inquiries.

**Other responsibilities**

* Meet weekly with the Executive Director.
* Develop, implement and review operational policies and procedures, as needed.
* Ensure all legal and regulatory documents are filed.
* Schedule board meetings and assist the Executive Director in developing and distributing board materials.

Duties and responsibilities may change as required to meet evolving organizational needs.

**Qualities for Success**

In addition to the skills and experience listed below, there are a number of qualities that, over time, we have seen have a tremendous impact on a team member’s success at Gender Spectrum, regardless of their position. They are:

- Passion for the mission and vision of the organization;

- Reflection on one’s own experiences of and ideas about gender;

- Cultural competence and self-reflection in increasing understandings of the effects of race, class, ethnicity, faith, and other issues of self in our society and applying this

understanding to intersectional perspectives related to our work as an organization; and

- A desire and ability to meet others where they are, without judgment, in order to help them achieve their goals.

**Key Skills**

The position requires the ability to:

* Manage multiple projects effectively through the use of strong organizational skills.
* Demonstrate a keen attention to detail.
* Communicate effectively in written and spoken English. Additional languages highly valued.
* Communicate and present ideas with credibility, humility, and tact.
* Tailor messaging to the audience and maintain professionalism in speaking and writing.
* Build relationships with other staff and organizational leadership.
* Effectively use Salesforce to manage and report data.
* Be a self-starter and meet deadlines.
* Learn new systems and technologies.
* Foster a safe and inclusive space for conversation and mutual understanding.
* Integrate new perspectives and emerging understandings about gender into various aspects of professional duties.
* Learn from others and translate that learning into best practices that can be communicated both internally within the organization and externally to those we work with.
* Be patiently persistent with staff to ensure they are meeting their conference and symposium planning timelines.
* Conduct oneself in a highly ethical manner.
* Be discreet at all times.

**Experience**

Required

* Bachelor’s degree or equivalent work experience
* A minimum of 2 years of experience in a program coordination, administrative or operations role.
* Effective use of Microsoft Office programs (Excel, PowerPoint and Word) and Google G-Suite products.
* Experience in the use of Salesforce, including general care/cleaning of data and report-building.
* Excellent communication skills.

Desired

* Project management experience working with complex timelines and variables.
* Demonstrated ability to work across teams or departments in a matrixed organization.
* Fluency in languages other than English, especially Spanish and/or Mandarin/Cantonese.
* Experience with event planning and coordination.
* Experience working with donors in any capacity.