

# FOREST TRENDS – POSITION DESCRIPTION

2022

## Operations Manager

Reports to: Director, Operations  
Location: Washington, DC  
LOE: Full-time, Regular Staff position

### Summary:

Forest Trends is an international non-profit organization based in Washington, D.C. that works to expand the value of forests to society. We work to promote sustainable forest management and conservation by creating and capturing market values for ecosystem services; to support innovative projects and enterprises in these new markets; and to enhance the livelihoods of local communities living in and around critical ecosystems globally.

We are seeking an experienced Manager of Operations to run a dynamic office in Washington, D.C. to take on a range of responsibilities including stewarding processes related to Human Resources, office systems, and IT. The Operations Manager works closely with the Director of Operations and provides support to the CEO as detailed below.

### ROLES AND RESPONSIBILITIES

**Office Management:** Manages the maintenance and functionality of the office space, which entails overseeing cleanliness, orderliness, supplies, access, functionality of equipment, customer service, and front desk responsibilities.

- Maintains office space and equipment, coordinating with various vendors for equipment maintenance.
- Interfaces, tracks, and manages relationships with multiple vendors that provide services to Forest Trends.
- Manages office keys distribution, coordinates workstation set-up for new staff, and assists with and provides training on the use of office equipment.
- Greets visitors, answers incoming calls, distributes mail, etc., as needed.
- Manages office supply purchasing.

### Support to HR, Operations, and IT Functions:

- Handles the on-boarding process for new staff including IT and workstation set-up.
- Guides HR processes including employee benefits enrollment and job postings.
- Manages annual employee benefits and organizational insurance renewals and payroll audits.
- Supports annual organizational audit process.
- Participates in IT projects and needs analyses including a SharePoint file management project.

### Support to CEO:

- Assists in the submission of grant proposals and requests for support.
- Provides administrative and logistic support to on-site meetings including meetings of the Board of Directors, including IT support and hiring catering.
- Supports Executive budget process and tracks expenses including timesheet tracking and credit card reconciliations.

### QUALIFICATIONS AND SKILLS

- 3-5 years of demonstrated experience.
- Desire to grow and excel in organizational management functions.
- Exceptional organizational skills and attention to detail.

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- Excellent communication skills.
- Interpersonal skills, comfortable liaising with diverse array of people from across the globe, as well as an ability to work with diverse working styles.
- Ability to work independently as well as closely with others.
- Ability to multitask as well as prioritize urgent and important work in a fast-paced environment.
- Ability to appropriately use and manage various office systems.
- Ability to work with the suite of MS Office programs, including ability to format text and charts.
- Dedication and motivation to serve Forest Trends' mission.

### BENEFITS

FT offers a generous benefits package including 401K, subsidized healthcare, and professional development.

To apply please send us your CV and cover letter to [cv@forest-trends.org](mailto:cv@forest-trends.org). Please indicate "Operations Manager" in the subject line of your email.