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 Operations Manager to run a dynamic office in Washington, D.C. The Operations Manager has a central role interacting and collaborating internally across the organization and externally with a range of stakeholders. The Operations Manager will 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 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 access (keys distribution), coordinates workstation set-up for new staff, and assists with and provides training on the use of office equipment.
- Distributes mail, etc., as needed.
- Manages office supply purchasing.

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 development and monitoring of Operations budgets.
- Enters expenses into the financial accounting and tracks them including credit card reconciliation reports.
- Supports annual organizational audit process.
- Contributes to execution of IT projects and needs analyses including a SharePoint file management project.

EXECUTIVE:

- Assists in the submission of grant proposals and requests for support.
- Tracks executive activity related to institutional fundraising pipeline.
- Provides logistic support to on-site meetings including meetings of the Board of Directors, including IT support and hiring catering.
- Supports development and monitoring of Executive budget.
- Intermediates board treasurer approval of executive expenses each quarter.
- Enters expenses into the financial accounting and tracks them including credit card reconciliation reports.
• Supports executive timesheets submission process.

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.
• Excellent communication skills.
• Strong interpersonal skills, ability to comfortably liaise and work with diverse array of people from across the globe, as well as an ability to work with different working styles.
• Ability to work independently.
• Ability to differentiate and prioritize urgent and important work in a fast-paced environment.
• Ability to use and manage various information systems and platforms.
• Proficient in Microsoft 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. Please indicate “Operations Manager” in the subject line of your email.

Forest Trends is committed to attracting and retaining a diverse staff. We believe in the power of diversity to expand our capacity for understanding and engaging with the world, identifying challenges, and discovering, designing, and delivering solutions. We honor team members’ experiences, perspectives and unique identity and focus on building and sustaining an equitable and inclusive work environment where diversity is celebrated and valued.