Job Announcement
Operations Manager - Non-Profit

Northwest Housing Alternatives (NHA) is recruiting to hire a mission-oriented operations manager to lead the Administrative Team and support other program areas across the organization. Now more than ever, NHA is poised to deliver impactful affordable housing development projects and supportive programs in the Portland metropolitan area and across the state of Oregon in collaboration and partnership with Black, Indigenous, and communities of color. The Operations Manager will join the Management Team and play a key role in organizational decision-making.

Position Title: Operations Manager
Reports to: Chief Operating Officer
Status: Full-time, Non-exempt
Work Schedule: Monday through Friday 8:30am to 5:00pm
Salary: $65,000 - $80,000

Position Summary

The Operations Manager drives organizational processes and procedures and oversees the day-to-day operations of core operations. As a key administrative position within a small but dynamic organization, the Operations Manager must be effective in supporting others deliver measurable and timely results. With strong communication skills, high emotional intelligence, and detailed analytical thinking the Operations Manager plays a key role within the origination to centralize and coordinate workflow and support through and to various and diverse programs and activities.

The Operations Manager must be mission-focused, detail-oriented, flexible, and process-minded with experience coordinating across diverse work areas and developing a culture of excellence and cohesion among a group of talented staff. The position is responsible for improving NHA’s operations systems, processes, and policies to support multiple lines of business.

Primary Responsibilities

- Comprehensive supervision of the Admin Team
- Organizes and prioritizes team and individual members’ tasks, deliverables and outcomes
- Develops, supports and maintains a variety of administrative policies and procedures ranging in business and program topics analyzes programmatic performance indicators and departmental functional systems to certify alignment, with focus to improve efficacy and impact.
- Coordinates with other departments and teams to insure successful day-to-day operations such as human resources, finance/accounting, facilities team, and the IT committee
- Evaluates effectiveness and revises administrative policies and procedures as needed
- Working closely with lateral management to coordinate and implement strategic goals

Qualifications
Education and Experience:
• Bachelor’s degree in Business Management, Business Administration, or related field required.
• At least four years of experience in operations non-profit management

Physical Requirements:
• Prolonged periods sitting at a desk and working on a computer
• Must be able to occasionally lift up to 15 pounds at times

To apply for the position please submit a cover letter, resume, references, and salary requirements. This position will remain open until the right candidate is found.

About Northwest Housing Alternatives
For over 35 years, Northwest Housing Alternatives (NHA) has been a leading not-for-profit developer of affordable housing in Oregon. Our mission is to create opportunity through housing by developing, building, and managing rental housing designed for Oregonians with extremely limited incomes. These homes help families live healthy and stable lives, allow older adults to age in place, and give people with special needs a dignified residence. Along with providing affordable housing, NHA provides services that connect tenants to critical health and community resources, work to prevent homelessness before it begins, and offer emergency shelter and services for families experiencing homelessness.

NHA is committed to building a culturally diverse and inclusive environment and is actively seeking to recruit a deep and diverse applicant pool. We strive to hire a workforce that is representative of the communities we serve, understanding that a diverse workforce strengthens everything we do. NHA offers a supportive and welcoming work environment having been awarded “100 Best Nonprofits to work for in Oregon” again in 2019. This is a great opportunity to work with a team of dedicated and passionate coworkers.

NHA provides a full range of benefits, including but not limited to the following:
• Excellent health coverage through Kaiser Permanente, including multiple medical and dental plan options; NHA contributes 100% of the cost of coverage for the employee each year, plus an additional $250/month if the employee adds dependents. Alternative care and vision included in some plans.
• 7% match, after the first year of employment, for our 403(b) plan with T. Rowe Price.
• Generous vacation and sick leave.
• 4 weeks of paid parental leave.

Northwest Housing Alternatives is committed to supporting a diverse workforce and does not discriminate in employment based on race, color, gender, religion, national origin, age, disability, marital status, sexual orientation or gender identity, or any other status protected by law.