

Operations Manager Job description - Mirror Ministries

About Mirror Ministries

Mirror Ministries' mission is to respond to domestic minor sex trafficking with the love of Christ through local education, intervention, restoration, and aftercare. Mirror Ministries works throughout Benton and Franklin counties to provide training, education, and awareness to local schools, agencies, and businesses. Mirror Ministries' advocates do purposeful outreach to identify victims of trafficking hidden in our community, including a 24/7 sex-trafficking hotline. Mirror Ministries walks hand-in-hand with victims/survivors of sex trafficking showing them that there is hope and help. A team of advocates, counselors, and volunteers provide intensive case management through counseling, therapeutic services, mentors, and survivor support groups at the Mirror Ministries Outreach Center and Esther's Home. Mirror Ministries is a Christian organization dedicated to serving people of all faiths and backgrounds.

Operations Manager Job Summary

The operations manager is responsible for the day to day management, coordination, and support of all the systems and processes that enable the diverse team members of Mirror Ministries to perform their job responsibilities effectively and for the organization to steward its resources responsibly. As a close partner to the Executive Director, the Operations Manager will actively participate in sustaining a healthy and active team culture and work environment, provide direct oversight of specified departments, support organizational finance practices, oversee the recruitment and hiring of qualified staff, support the implementation of organizational policies and procedures, as well as manage various operational tasks and projects for both internal and external-facing relationships.

Responsibilities:

- Support the Executive Director in the oversight of the team by managing, crafting, and executing effective internal communications and creating a healthy and productive work environment.
- Oversee day to day operations of the Mirror Ministries' properties and vehicles.
- Direct supervision of the Database Coordinator, Maintenance Director, IT Specialist, and Equine Specialist as well as any additional team members as directed by the Executive Director in order to provide oversight and guidance of daily work activities and projects while monitoring employee performance to ensure maximum productivity.
- Provide support to Esther's Home On-Site Program Manager as needed.
- Support any organizational finance practices as directed by the Executive Director including but not limited to :
 - Manage office expenses and issue external payments.
 - Track monthly office expenses and manage bank accounts and company credit cards.
 - Provide clear reporting of the organization's finances that enables effective and efficient oversight by the leadership and the Board of Directors.

- Ensure team leaders have access to timely and accurate information to make budgetary and programmatic decisions.
- Manage with a high degree of confidentiality, all information related to talent management that may be obtained in support of organizational systems.
- Manage general HR-related duties in-house and with contractors/carriers, which includes but is not limited to managing a list of vendors, insurance information including health care, bereavement leave, 990 tax filing to ensure it's filed in a timely and accurate manner, unemployment and Labor and Industry claims, preparing timecards/payroll for accountant, and other duties as needed.
- Maintain record of any necessary or mandatory training, education, or license on all employees as well as ensure that recertification and/or renewals of those trainings, educations, and licenses are completed prior to expiration.
- Oversee the process of obtaining outside contracts with agencies and/or vendors that may be needed for operational or program purposes.
- Oversee and manage the procurement of materials and resources needed to maintain day to day operations throughout the organization.
- Assist in planning and executing the organization's events, including but not limited to Mirror Ministries signature program events, panels, and fundraisers.
- Ensure any and all operational and program contracts and licenses are obtained as well as kept up to date.
- Oversee organization-wide email accounts, domains, and other IT-related tasks as needed.
- Manage incoming and outgoing mail as required.
- Attend Board of Directors meetings as directed.

Requirements:

- Excellent organizational skills and attention to detail.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Proficient in Microsoft Office Suite or related software.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Able to work independently.
- Associates degree preferred.
- Three to five years of experience in an administrative role.
- Bilingual in Spanish preferred.
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

Benefits:

- 80-hrs Paid Time Off
- Annual Medical Stipend
- 9 Paid Holidays
- Company Computer

Hours: 9 – 5, with some flexibility **Days:** Monday - Friday

Location: Kennewick, WA 99336 & Pasco WA 99301

Reports to: Executive Director

An Equal Opportunity Employer

In accordance with Washington state laws, Mirror Ministries does not discriminate because of race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal in serving victims and survivors of human trafficking. *As a Christian ministry we do uphold and require a signed Belief Statement for all our Board, Staff, and Volunteers.* Because of the grace we have been given, we extend that grace to any and all victims/survivors of human trafficking, regardless of their life circumstances and/or beliefs.

Statement of Faith

1. We believe the Bible to be the inspired, only infallible, authoritative Word of God. II Timothy 3:15-17
2. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit. Matthew 28:19; Ephesians 4:4-6
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory. John 1:1-4; Matthew 1:23; Philippians 2:5-11; Hebrews 1:1-4 and 4:15; Acts 1:11 & 2:22-24; I Corinthians 15:3-4
4. We believe that all have sinned and fall short of the glory of God, that for lost and sinful man the repentance of sin and faith in Jesus Christ results in Salvation, and that Jesus Christ is the only way of salvation. Romans 3:23; Titus 3:4-7; Luke 24:46-47; Ephesians 2:8-9; John 14:6; Acts 4:12
5. We believe in the present ministry of the Holy Spirit whose regeneration and indwelling enables the Christian to live a godly life and to perform good works. Titus 3:3-5; Galatians 5:16-18; Romans 8:9
6. We believe in the resurrection of both the saved and the lost; the saved unto the resurrection of eternal life and the lost unto the resurrection of damnation and eternal punishment. Revelation 20:11-15; I Corinthians 15:51-57
7. We believe in the spiritual unity of believers in our Lord Jesus Christ and that all true believers are members of His body, the Church. Ephesians 4:4; I Corinthians 12:12, 27

Mission and Vision Statements

Mission Statement: *To respond to domestic minor sex trafficking with the love of Christ through local education, intervention, restoration, and aftercare.*

Vision Statement: *Our vision is to see local victims of sex trafficking become survivors who have hope, healing, and restoration.*

I, _____, agree with and uphold the above beliefs in the Statement of Faith, Mission, and Vision, as a representative of Mirror Ministries.

(Signed)

(date)