

## OPERATIONS MANAGER JOB DESCRIPTION

First Descents (FD) is seeking an Operations Manager to support the Finance & Operations Department, as well as the organization overall. If you love data, being organized, working with a broad range of systems, and have a strong passion for adventure and philanthropy, then we'd love to chat with you!

### RESPONSIBILITIES:

We need a process-minded, detail-oriented, and proactive individual to step in as our Operations Manager. Reporting directly to the Director of Finance & Operations, your main job will be to support the Finance & Operations Team with database management (Salesforce), data analysis, finance, and general operations. You will quickly become a resource the organization can rely on, and known as someone who consistently meets deadlines. Your responsibilities will include:

#### SALESFORCE:

- Complete uploads into Salesforce – including, but not limited to: weekly thank you tasks, third-party donation reports, data cleaning, etc.
- Oversee Salesforce data integrity through automated and manual deduplication efforts
- Support the enhancement of third-party Salesforce integrations as needed
- Support other departments with the creation and enhancement of custom reports
- Backup Salesforce database on a bi-weekly basis
- Support management and creation of users, workflows, process builds, and email alerts

#### FINANCE:

- Oversee month close – including, but not limited to: review expense reports, compile online donation reports, support our third-party accounting firm's needs, cleanup misallocated transactions, etc.
- Reconcile Salesforce and Intacct to ensure all financials are recorded equally each month
- Review inbound accounts payables and support manual check entry daily
- Complete check deposits and review outstanding accounts receivables weekly
- Upload donations from various online platforms as needed: Facebook, Benevity, corporate giving, etc.
- Create and disseminate financial reports on a monthly basis, as well as upon request

#### OPERATIONS:

- Assist with reporting in regards to organizational and department goals
- Oversee document filing, scanning, and storing for the organization
- Assist with contract review as needed
- Act in the capacity of Compliance Officer to ensure that all staff and their technologies are HIPAA compliant; conduct HIPAA trainings as necessary
- Create and facilitate trainings – topics include, but are not limited to: Salesforce, Asana, expense reporting, budgeting, nonprofit finance, organization policies, etc.
- Assist with human resources related paperwork and processes, including, but not limited to: new hire paperwork, staff on-boarding and off-boarding, healthcare renewals, 403b forms, etc.
- Other duties as assigned

### **INSIDE DETAILS:**

This is a salaried position based at our HQ in Denver, CO, working typically from 8:30am to 4:30pm on weekdays. There may be a few times throughout the year where you may have to work a night or weekend here or there.

We offer competitive health benefits, employer retirement matching, a generous amount of PTO, an amazing office environment at [INDUSTRY](#) (with [Uncaged Ergonomics](#) adjustable standing desks, [Fluidstance](#) Levels, ping-pong tables, dogs in the office and all – no cubicles here!) and a trip to one of our [week-long programs](#) each year in order to experience FD's work first-hand, as well as comp days when needed (for those nights and weekends you may have to put in from time to time).

### **WHAT WOULD YOU SAY...YOU DO HERE?**

To start, you'll quickly master all of the ongoing Salesforce, finance, and operations tasks – and shortly thereafter, take a deeper dive into our Salesforce database and other areas needing improvement. You will continue to pick up more and more responsibility throughout 2019. Our entire team will recognize you as someone that can be counted on and that can effectively manage the tasks on your plate. The Operations Team can get drowned in transactions, numbers, and paperwork on occasion – and you'll be ready to take this on with enthusiasm.

You'll effectively manage a large load of incoming information and get things done with as much ease as possible. We have a very team-centric culture and you'll be called on to jump in on both anticipated and unanticipated projects throughout the year.

There are few organizations as unique and special as ours – and you'll be a part of it all!

The salary range for this position is \$42,500-\$50,000.

### **APPLY:**

If you're interested in helping to take our organization to the next level – by maximizing its efficiency and increasing its effectiveness in order to serve countless more young adult cancer fighters and survivors in the years to come, we want to talk to you.

To get started, write us a great pitch letter and send it to [operations.jobs@firstdescents.org](mailto:operations.jobs@firstdescents.org) along with your resume. Tell us why you're the perfect Operations Manager for FD and how you think your passion and unique set of skills will help our mission and community thrive.