



Director of Operations (FT)

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of older adults in Boston, Brookline, Cambridge, Somerville, and Newton. We accomplish this mission by recruiting and training volunteers of all ages, faiths, and backgrounds who provide friendship, advocacy, education, assistance, and emotional support to isolated older adults.

FriendshipWorks operates six programs throughout Greater Boston. One of the cornerstones of our work is our Friendly Visiting program that connects elders one-on-one in their homes with volunteers who provide company, friendship, and support. Friendly visiting matching is provided in all of Boston's neighborhoods, Brookline, Newton, Cambridge, and Somerville. Other core programs include Medical Escort and Friendly Helping. We also operate two programs that foster connection in congregate settings - PetPals and MusicWorks.

Position Summary

The Director of Operations is responsible for the daily operations of the organization and support of Friendshipworks' program and development efforts. Responsibilities include coordinating and managing organizational systems, general office administration, human resources related functions, program management support, development and fundraising support, budget and finance support, facilities management, technology assistance and internal communications. The successful Director of Operations will collaborate effectively with the Executive Director to provide leadership to the organization and drive growth in line with FriendshipWorks' mission. The position is excellent for an individual who enjoys variety and thrives while advancing multiple projects.

Description

Technology 25%

- Serves as Salesforce administrator managing licenses, user accounts, dashboards, and campaign tracking.
- Designs, tests, and implements changes and additions to the organization's Salesforce instance.
- Serves as administrator of the organization's Google Workspace infrastructure including management of user accounts, shared drive access, and user permissions.
- Troubleshoots everyday technology questions and issues regarding software programs, printers, copiers, phones, conference calls, Zoom, Google Workspace, etc.
- Manages maintenance and inventory of computers, laptops, projectors, phones, copier, fax, printers, and other office equipment.
- Liaises with vendors for technical support for phone, website, internet service, and other technological needs.
- Researches vendors (equipment, phones, computers, technology vendors, etc.) and makes recommendations for purchases.
- Assists in management and maintenance of the organization's website www.fw4elders.org



- Maintains software licenses and user accounts for FriendshipWorks systems including Zoom, Microsoft, Adobe, Zapier, and ReachUC

Human Resources 25%

- Create, oversee, implement, and evaluate agency-wide standards of procedure for hiring, management, and termination of paid and voluntary personnel.
- Manages job posting process: Posts employment openings online and in print ads; receives, acknowledges, and distributes job applications.
- Manages initial on-boarding process, creates personnel file, obtains necessary onboarding forms, schedules orientation meetings with staff, conducts group and individual orientations to office systems.
- Maintains and updates Personnel Policy, Protocol & Procedures document, and onboarding agreements such as the Harassment and Discrimination agreement, confidentiality agreement, and IT acceptable use agreement.
- Serves as the driving force and project leader for FriendshipWorks' diversity, equity, and inclusion initiatives.
- Manages payroll submissions and benefits administration.
- Maintains the organization's compliance with local, state, and federal employment law.

General Operations 10%

- Manages annual insurance renewals including workers' compensation, liability, and directors' and officers' policies.
- Manages annual renewals of healthcare and benefits packages.
- Monitors main office phone line and ensures calls and voicemails are directed appropriately.
- Ensures incoming mail is opened, sorted, and distributed; mailing and postage supplies are maintained.
- Orders & maintains office supplies.
- Ensures office and conference areas maintain a professional appearance.
- Coordinates space for new hires, interns, staff and consultants.
- Manages projects involving office expansion or moves.
- Primary contact with building management for day-to-day matters such as maintenance, cleaning, safety, and repair issues to ensure timely resolution; notifies Executive Director of larger matters for resolution.
- Assists in coordinating internal office events such as donor visits, staff retreats, and staff appreciation events.
- May supervise volunteers and/or interns as necessary.

Finance 20%

- Monitors supply usage/costs
- Monitors and maintains bulk mail account balance.
- Supervise FriendshipWorks' bookkeeper.
- Develop methodologies to track and report revenue and expenses for major projects and grants.



- Provides analysis and evaluation of return on investment (ROI) for major projects and initiatives.
- Lead the annual budgeting process and, in coordination with the Executive Director, prepare and track the organization's budget in annual, monthly, and quarterly formats.
- Makes purchases on behalf of the organization to meet operational needs.
- Serves as the central point of contact for the organization's annual audit process and compiles reports for annual tax filings.
- Create and send invoices for services.
- Provides data and compiles reports for monthly and quarterly financial reporting to the finance committee and board of directors including budget to actual and year over year comparisons.
- Financial administration, tracking, and reporting of Title III and other government funded grants.

Program, Development, and Marketing Support 20%

- Provides data and reporting assistance as needed for mass mailings and donor campaigns.
- Supports weekly management team and other meetings as needed (prepares meeting agenda, collects, compiles, and distributes advance reports, records and distributes minutes)
- Provides reporting and data analysis support for grants and program reporting.
- Supports efforts to manage and organize the annual Walk to End Elder Isolation including securing the venue, securing permits, contracting vendors, organizing day-of operations, and data tracking.
- Maintains email contact lists for mass market media.
- Supports program staff with regard to systems change training and other Salesforce needs.
- Provides generalized Salesforce support including batch data processing, creating or revising custom fields and objects, and creating new reports and dashboards as needed by program and development teams.

Requirements:

- Equivalent to bachelor's degree in business or management related field
- 5-7 years operations, nonprofit management, or finance experience
- Demonstrated ability to manage multiple priorities.
- Excellent communication skills
- Proficient in use of Salesforce including reporting and custom object management.
- Proficiency in Microsoft Office
- Working knowledge of technology for audio and video conferencing, new software and hardware, social networking applications
- Ability to work well independently and as part of a team.
- Strong interpersonal and relationship building skills

Please send a resume and cover letter to jobs@fw4elders.org. No phone calls please.



FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal employment opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, disability or any other legally protected status recognized by federal, state or local law with respect to employment opportunities. Individuals from underrepresented groups are especially encouraged to apply.