

## Job Opportunity: Operations Manager

For more than a century, the **Greater Milwaukee Foundation** (GMF) has been inspiring philanthropy, serving donors and strengthening communities. Together with its donors and many community partners, the Foundation guides and shares a collective vision that Greater Milwaukee becomes a vibrant, economically thriving region comprised of welcoming and inclusive communities that provide opportunity, prosperity and a high quality of life for all.

**You can make a difference, as we are seeking an Operations Manager!** Reporting to the Chief Financial Officer, the Operations Manager is responsible for modernizing internal processes and managing selected projects that have operational implications for most, if not all, departments.

### **Key Responsibilities**

- Develop, implement and review operational procedures and systems in all departments to ensure they are efficient, accurate and responsive to the needs of internal and external customers
- Ensure that grant and gift transaction processing is efficient, automated, timely and as accurate as possible
- Ensure that exception reports are designed and implemented and that those who enter data into the system are well trained
- Oversee the design and analysis of new reports needed to measure impact
- Develop and refine standard operating procedures as needed across the organization
- Chair interdepartmental project teams that are constituted to address new services and/or redesigning existing services (e.g. determining whether to acquire additional database software)
- Determine project milestones and responsibilities, ensuring assignments are carried out in accordance with the agreed upon timetable
- Support the Foundation's compliance with National Standards and Best Practices

### **Qualifications**

- Bachelor's degree and relevant experience in project management or related field required
- Five (5) or more years of operations experience in not-for-profit or for-profit business required
- Experience dealing effectively with internal customers and leading process improvement teams
- Strong customer service orientation with a knowledge of and experience with information technology, database programs and a demonstrated proficiency in using such programs to process transactions and to generate reports
- Proven relationship building skills and ability to lead and participate in work across departments, addressing internal and external customer needs, improving procedures and training staff while modeling and developing appropriate work behaviors in others
- Highly proficient in Microsoft Office Suite applications (i.e., Outlook, Word, Excel, PowerPoint specifically), web-based applications and databases
- Ability to effectively present information and respond to questions from donors, stakeholders, partners, board members, managers and the general public



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We offer an excellent benefit package, which includes health, dental, vision, flexible spending, life insurance, 403(b) retirement plan, paid time off (PTO), educational assistance and more!

Please include resume, cover letter and salary requirements when [applying](#).

Equal Opportunity Employer