

Operations Manager Job Posting 03.20.24

WHAT WE NEED:

Oregon Primary Care Association (OPCA) seeks an Operations Manager to ensure the efficient day-to-day functioning of OPCA's physical office space and facilities, and hybrid workspace. The Operations Manager is responsible for optimizing operating capabilities, including development, and implementation of operational plans, emergency preparedness plans, and project management. This position manages the IT infrastructure strategy and execution, and is responsible for supporting legal compliance and procurement. The Operations Manager works with the Deputy Director and the Human Resources Sr. Manager as part of the Operations team to manage, maintain, and improve upon internal system functionalities including organizational goal accomplishment, office-wide information technology (IT), internal operations projects, and overall office management. This is a confidential position.

Those with an understanding of, or lived experience with, community health centers, safety net clinics, and health care non-profits are welcome to apply, even if you don't meet all the qualifications. Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the position, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for this role.

WHO WE ARE:

OPCA is a nonprofit membership association for all of Oregon's community health centers (CHCs), also known as federally qualified health centers (FQHCs). Our mission is to lead the transformation of primary care to achieve health equity for all through our values of data-driven social justice, integrity, collaboration, and innovation.

To accomplish our shared goals, we support health centers and key partners by facilitating peer network gatherings, trainings, site visits, learning collaboratives, and data-driven improvement projects. In addition, we work with policymakers and partners to share the impact health centers have in their communities and advance policy to improve patients' lives and the ability of health centers to serve them.

OPCA celebrates both individual contributions and powerful teamwork. We support one another as healthy human beings who balance work with the rest of life. Our goal is to elevate and make space for candidates of color and other diverse communities in our hiring practices. Join our team as we lead the community health center movement with passion, vision and courage.

WHO YOU ARE:

A highly organized and proactive project manager who loves making things run smoothly and efficiently, and is able to manage multiple priorities and competing deadlines. You enjoy challenges understand how to bring clarity and consistency to complex processes. You dive into areas of confusion and help straighten out wrinkles. You thrive when working cross-functionally with smart colleagues. You're curious, collaborative, steady, and efficient. As a relationship builder, you work closely with your team and other thought partners to advance OPCA's mission of health equity for all.

WHAT YOU'LL BRING:

- Strong project management skills and excellent attention to detail.
- Ability to self-direct, prioritize tasks and work on multiple projects.
- Ability to work independently and take initiative, and make independent, informed decisions.
- A passion for learning and growth mindset.
- Flexibility with strong analytical and problem-solving skills.

- Advanced IT, HRIS and database knowledge. Strong computer skills, including proficiency with O365 Administration, Groups, SharePoint and Teams, and MS Outlook, Word, Excel, Power Point, etc.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities, enthusiasm for collaboration, communication, and celebration.
- Experience and knowledge in change management (strategic planning, implementation, communication).
- Diplomatic and sensitive to maintaining confidentialities, as appropriate.
- Excellent written and oral communication skills, both informal and formal communications, including listening, speaking, writing and facilitation of discussions where diverse opinions exist. Clear and concise communication.

WHAT YOU'LL DO AT OPCA:

- Coordinate and run the day-to-day functions of the office including, but not limited to: answering and checking messages on OPCA phones, greeting visitors, opening and distributing mail, processing office invoices, preparing bank deposits, arranging weekly bank trips to deliver deposits, ensuring checks are packaged and delivered in a timely manner.
- Work on office-wide maintenance, improvements, and space planning to ensure optimal effectiveness of the work environment. Serve as primary contact for all office and building matters including, but not limited to: maintenance issues, inspections, back-up systems, procurement and inventory of equipment, furniture, office supplies, computers and other technology.
- Serve as primary administrator for all shared systems, including shared contacts, distribution lists, cloud-based platforms such as Monday.com, Adobe, Amazon Business, VoIP, KeeperSecurity, Human Resources Information System (BambooHR), Zoom, and all related written procedures.
- Manage IT needs of organization including, but not limited to, troubleshooting and communication with IT vendor for network maintenance; ensuring IT meets industry standards; manage hardware and software needs, including installation; evaluate technology operations according to established goals; establish IT policies and systems; work collaboratively with leadership and staff to ensure an efficiently functioning, forward thinking technological work environment; analyze the business requirements of all departments to determine their technology needs; assist in planning future improvements;
- Provide operations orientation for all new employees, including employee introductions, office tour, technology onboarding, sharing of procedures and practices and a review of OPCA's office operations to support a welcoming onboarding process.
- Facilitate and provide logistical support for internal staff events including the monthly OPCA Staff meeting and weekly standup and provides back up technical and logistical support for external events, conferences and webinars as needed.
- Ensures the confidentiality of privileged information both internally and externally
- Works in tandem with the Deputy Director on OPCA's risk management and compliance.

MINIMAL QUALIFICATIONS:

- Professional with moderate level of proficiency. Generally requires a Bachelor's degree and/or up to three years' experience or equivalent education.
- Fluency in written and spoken English required.

PREFERRED QUALIFICATIONS AND EXPERIENCE:

- Office Management experience.
- Experience with change management, new software deployment and systems innovation, implementation, and maintenance.
- Experience managing a small business (25-35 staff) IT environment.
- Formal project management training.

Successful candidates will commit to an equitable and inclusive workplace, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive language, and cultural sensitivity.

STARTING RANGE:

\$60,000 - \$75,000

WHAT YOU CAN EXPECT

- Flexible hybrid working schedule.
- Collaborative learning culture and co-workers who care.
- Robust healthcare benefit package options.
- Generous paid time off accruals that grow over time, and one-month paid sabbatical with tenure.
- Paid volunteer time to encourage community involvement and a service mindset.
- 401k employer contribution.

WHAT ELSE YOU SHOULD KNOW:

In order to be considered, you must include the following in your cover letter:

- *How your work and/or lived experience connects with this position and OPCAs mission.*
- *What unique or diverse perspectives you might add to a new team or organization.*
- *What method of project management you prefer and why.*

We only accept applications that follow the above electronic process. No phone calls please.

Job descriptions for all positions are also on our website: <https://www.orpca.org/jobs/jobs-at-opca>.

OPCA's office is open, and we are working a hybrid schedule of three days in our downtown office and two days remote.