



Job Description: Operations Manager

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	Operations Senior Manager
Location	Eagan, MN
Department	StrongHearts Native Helpline
Position Type	<input checked="" type="checkbox"/> FT-Salaried <input type="checkbox"/> FT-Hourly <input checked="" type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Director
Supervises	Services Manager, Data Coordinator, Database Assistant
Shift	
Job Type	

GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The Operations Manager reports to the director of StrongHearts Native Helpline. The operations manager supervises the data team and services team. Additionally, the operations manager supports the director in StrongHearts Native Helpline development and growth.

The operations manager is scheduled for a 40-hour week; however job duties may occasionally require work outside regularly scheduled hours

ESSENTIAL RESPONSIBILITIES AND DUTIES

Ensuring Advocacy Services (20%)

- Ensure program staff is successfully maintaining helpline services
- Supervise and support services manager; focus on skill and leadership development, help problem solve staffing, helpline, or other issues
- Assist services manager and training coordinator in shaping advocacy philosophy and training

Ensuring Database and Data (20%)

- Ensure data staff is successfully maintaining StrongHearts database, data, and reporting
- Supervise and support data coordinator; focus on skill and database development, performance quality, help problem solve any issues.
- Supervise and support database assistant; focus on skill development and performance quality

Leadership Team (25%)

- Act as lead for leadership team planning
- Work with leadership team to prioritize organization projects, plan organizational growth
- Work with leadership team and administrative assistant to plan leadership team meetings
- Collaborate with assistant director and senior Native policy advisor to incorporate trend from the helpline into StrongHearts policy work
- Support senior Native policy advisor with StrongHearts policy work as needed

StrongHearts Native Helpline Growth (35%)

- Collaborate with StrongHearts assistant director as needed with organizational development, including; pursuing funding and services growth, strategic planning, organizational structuring
- Support program team in shaping advocacy services
- Collaborate with leadership team to create partnerships to grow the organization in services, advocacy, staffing

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

JOB REQUIREMENTS AND RESPONSIBILITIES

- Undergraduate Degree or higher. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education)
- Demonstrated proficiency in Windows or Mac environment, Microsoft Office, Google Suite, SQL Reporter, Web SaaS tools, and data manipulation tools.
- One to three years experience in data systems such as phone systems, Google Analytics, Salesforce, etc.



Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address. Apartment/Unit #

City State ZIP Code

Phone: _____ Email: _____

Date Available: _____ Social Security #: _____

Position Applying for: _____

Tribal Affiliation: _____ Enrolled or Descendant: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO If yes, explain: _____

Are you currently or have you ever been on any federal contracting exclusion list? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____





National Indigenous Women's Resource Center



STRONGHEARTS
Native Helpline

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.

Applicant

Signature: _____ Date: _____

For an application to be complete, it must contain the following:

1. Completed and signed application
2. Letter of Interest
3. Resume

Please submit all materials in confidence to:

Email: info@strongheartshelpline.org