

Job: *Operations Manager*

Supervisor: *Director of People & Strategic Initiatives*

Date prepared: 12/22/2021

Resume Review Begins Week of: 01/11/2022

Overview

Trailhead Institute is a public health institute whose mission is to advance innovation and collaboration in public and environmental health. With this in mind, the **Operations Manager** will work with the Trailhead team to further the organization's mission, to build a regenerative organization that actively works to reverse historical inequities within public health and within our organization, and to operate in accordance to our organizational drivers of collaboration, capacity and justice. Furthermore, this position will ensure that a focus on inclusivity, diversity, and equity is incorporated throughout all components of this work.

The **Operations Manager** will manage day-to-day office operations both in-office and virtually, and will oversee the transition of Trailhead in 2022 to a primarily remote work environment. The **Operations Manager** will report to the **Director of People & Strategic Initiatives** and will work in collaboration with internal Trailhead staff teams.

Responsibilities:

- Manage organizational operations, including onboarding and off-boarding employees and daily organizational logistics.
- Oversee operations of a virtual organization including oversight of the process of downsizing from a large 10+-unit office to a small 2-unit office plus meeting space.
- Assist with all Human Resource processes from onboarding to termination processes.
- Support the maintenance of all personnel manuals and files.
- Manage payroll processing.
- Develop, revise Trailhead Operations Manual and other procedural documents.
- Coordinate staff technology and office supply needs.
- Support updates to Trailhead's website.
- Serve as liaison with technical support, vendors, and building management.
- Maintain office files including those that pertain to vendors, grants, contractors, organizational documents, etc.
- Oversee executive and staff scheduling needs.
- Support in-office weekly check runs.
- Process mail twice weekly (in office).
- Respond to general inquiries of the organization through monitoring the main phone line and the information email of the organization.
- Coordinate or provide outgoing organizational messaging, phone and email, in Spanish as needed.
- Manage and monitor copier lease and other office contracts.
- Engage with Trailhead teams, as needed.



For public health innovation

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- Support the execution of Trailhead's strategic plan, including timeline and key performance indicators related to assigned duties.
- Exercise independent judgment and discretion about Trailhead's **critical operational functions**.

Skills

- At least 3-4 years of professional experience in operations or office management
- Demonstrated work history of managing and completing tasks independently and maintaining an organized work environment
- A successful track record in designing effective systems and setting priorities
- Analytic, organizational and problem-solving skills which support and enable sound decision making
- Familiarity with HR best practices preferred
- Excellent communication skills, both written and verbal
- Ability to troubleshoot, take initiative, be forward thinking about Trailhead's evolving operational needs
- Proficiency in Microsoft Office and Zoom, as well as the aptitude to learn new computer applications as needed
- Ability to adapt communication style to meet the needs of a variety of internal and external stakeholders
- Excellent interpersonal and conflict resolution skills, able to resolve issues directly as they arise through the practice of ethical communication
- Bilingual Spanish preferred

Key Characteristics

- Ability to focus, engage and thrive in a predominantly remote work environment
- A successful track record in setting and managing multiple priorities
- An entrepreneurial spirit, nimble and responsive in a dynamic, fast-paced environment
- Open to new ideas and willing to step outside of one's comfort zone, fail, learn from mistakes, and maintain a continuous improvement mentality
- A team player
- Responds well and flexibly to change and stressful situations
- Commitment to the mission, vision, values, drivers and strategic direction of Trailhead Institute
- Desire to promote this work in a professional and ethical manner

This is a full-time exempt position, with office based in Denver, Colorado. Hiring salary range for this position is **\$60,000 - \$63,000**. This position requires in-office work 2 days/week, with option to work remotely 3 days/week (safety during the pandemic is prioritized). Trailhead Institute offers a generous benefits package including health, dental, vision, life, short-term and long-term disability, and a 401k with employer match.

To Apply: Please submit a resume, cover letter and three professional references to hire@trailhead.institute. No calls, please.



Job Announcement

Applications will be accepted until the position is filled, but full consideration will be given to complete applications received by 1/14/2022. Those who do not apply by this time may not be considered. Review of applications will begin immediately. Only electronic submissions are accepted.

Trailhead Institute is dedicated to providing equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, sex, race, color, veteran status, religion, disability, sexual orientation, gender identity, marital status or national origin. Trailhead Institute welcomes applications from all communities, educational backgrounds and life experiences, particularly from people of color, people within the LGBTQ+ community, immigrants or refugees, people with disabilities, and people from low- or moderate-income backgrounds.