



## **Job Posting: Operations Manager**

### **ONE LOVE OVERVIEW**

One Love exists for one reason. Yeardeley Love was killed and her death was avoidable. Had anyone in her life truly understood the warning signs of an unhealthy and increasingly dangerous relationship, steps could have been taken to save her life. This realization – that Yeardeley’s death might have been prevented – is the driving force behind One Love’s work today.

Over the last two and a half years, One Love has grown dramatically and is today leading a dynamic, multi-layered social engagement and educational campaign that is making a difference and changing lives. One Love’s approach is all about intervening early with innovative and relatable content that teaches young people about how to build healthy relationships. In doing this, young people tell us we are starting a conversation they have never had before. As of April 2017, nearly 120,000 people have participated in the *Escalation* Workshop and nearly sixty million have experienced #ThatsNotLove online.

By intervening at younger ages, we are helping adolescents become more mindful, deliberate and adept at navigating their relationships in a positive way. Inspired by what they are learning, young people are getting involved and recruiting their friends, excited to be part of a movement that can change community norms in a way that benefits us all.

### **THE OPPORTUNITY**

One Love is a growing organization in need of a detail-oriented, organized multi-tasker to help our office and online store run smoothly. The Operations Manager will ensure that a myriad of office and financial needs are handled thoroughly and efficiently and that the online store continues to be a strategic asset in One Love’s brand building and fundraising efforts. In addition to experience with wide-ranging office needs, the ideal candidate will believe wholeheartedly in our mission and have an entrepreneurial mindset that can help us take One Love and this movement to the next level.

Reporting to the Managing Director, Strategy & Operations, the Operations Manager will work with One Love staff to ensure that all aspects of the office, financials, and online store run smoothly.

### **SPECIFIC RESPONSIBILITIES**

#### *Administration*

- Assist with recruiting, training, on-boarding and off-boarding employees
- Administer employee benefits and work with the PEO on benefit issues
- Update and review the travel, expense, vacation and office policies and procedures
- Maintain the VOIP phone system, troubleshooting any issues or changes
- Work with the outsourced legal team on State Registrations
- Other administrative duties as required

### *Financial Management*

- Process accounts payable, including verification of invoices/financial amounts
- Process accounts receivable, including invoicing, tracking, and collections
- Process credit card statements, including coding of expenses to the appropriate expense category
- Process reimbursements, including coding of expenses to the appropriate expense category
- Other duties as required

### *Merchandise / Online Store*

- Work closely with CEO and Managing Director, Strategy & Operations, to design and implement a strategic merchandise plan– both for the online store and for use as brand building tools in volunteer engagement
- Maintain relationships with vendors and suppliers
- Monitor daily orders and coordinate with accountant to record merchandise sales, expenses, and inventory
- Manage daily operations of online store – monitor sales and inventory, provide excellent customer service, identify ways to enhance customer experience
- Collaborate with online team to develop and execute marketing and promotional communications
- Manage distribution of merchandise for volunteer engagement

### *Office Management*

- Manage daily relationships with vendors
- Ensure all supplies are ordered, stocked, and organized
- Handle incoming inquiries in a professional manner – phone and in person
- Handle general email inquiries as needed
- Manage the post office box and any incoming mail or other deliveries
- Ensure facilities are safe and secure and all equipment is in working order
- Arrange internal moves and prepare work spaces for incoming employees
- Assist in planning meetings as needed
- Participate as needed in special projects

## **REQUIREMENTS**

### *Professional Qualifications*

- Bachelor's degree
- 5-7 years of work experience with specific responsibilities in administration and finance
- High proficiency in Microsoft Excel; experience with Quickbooks and Salesforce a plus
- Extremely detail-oriented; able to process data with the right balance between accuracy and efficiency
- Ability to present financial data and information to Senior Management

### *Personal Qualities and Attributes*

- Deep passion for One Love's mission and movement
- An engaging and approachable demeanor. Someone who has a collaborative, not territorial, mindset; someone who pitches in to help when needed
- Strong analytical and problem-solving skills, as well as strong interpersonal, verbal, and written communication skills
- High energy, enthusiastic, self-motivated and a strong work ethic
- Ability to manage multiple priorities at once and to galvanize a team to do so as well
- Superior organizational, time-management and follow-up skills
- Entrepreneurial mindset that embraces innovation, experimentation, and continual improvement, quickly pivoting where required
- Sense of humor a plus!

**COMPENSATION & BENEFITS**

The compensation and benefits package is competitive with nonprofits of comparable size in the region. The position is based in Westchester County, New York, a 35-minute train ride from Grand Central Station in Manhattan.

**TO APPLY:** Send the following to [jobs@joinonelove.org](mailto:jobs@joinonelove.org)

- Put: “I’m your next Operations Manager” in the subject line
- Include an attached resume in PDF format
- In 150 words or less, pitch us on why you’re the best candidate for the job