

Job Opportunity: Operations Manager

The **Greater Milwaukee Foundation** (GMF) is how Milwaukee works together. For over a century, we have helped generous people give back to the community. Together with donors and partners throughout the region, the Foundation invests in the potential of people and places, supports community-grown solutions and strives to end the systemic racism that holds our region back. Through the power of transformative philanthropy and social change, we are focused on shaping a future where everyone thrives – *a Milwaukee for all*.

You can make a difference, as we are seeking an Operations Manager! Reporting to the Executive Vice President, Chief Operating and 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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Due to COVID-19, our offices are currently operating with employees working remotely. The successful candidate may be required to work remotely in the interim. We recognize that at this moment, during the pandemic, it is a uniquely difficult time for most people and we aim to be as flexible and supportive as possible in both the recruitment for and onboarding of this position.

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

Benefits: 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!

The Greater Milwaukee Foundation is an equal opportunity employer and encourages people of diverse backgrounds to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.