Operations Manager
Position Description

Summary

PEAK Grantmaking is a vibrant, member-led community of more than 7,000 professionals who specialize in grants management for funding organizations. We elevate the expertise of grants management professionals and foster their collaboration to strengthen the practice of grantmaking. We enable philanthropy to achieve its full potential to fuel change for good. We are the only organization dedicated solely to advancing the "how" of grantmaking.

PEAK improves how grants get made by building experts in grants management and equipping them with the most effective practices to implement in their grantmaking organizations. When grantmaking practices are at their "peak," more resources are focused on mission over administration for both grantmakers and grantseekers, leading to greater impact for the causes and communities served.

PEAK Operations Manager plays a critical role in accomplishing this mission by supporting the organization's operations, systems, and administration. The Operations Manager will support the Executive Office/Operations Team and the Chief Operating Officer by ensuring the effective implementation of policies and practices to optimize the organization's output. The Operations Manager will help manage PEAK's human resource and finance functions, and must have the skills of adaptability, problem solving, strategic thinking, and effective communication. The Operations Manager will have the ability to build relationships with both internal and external stakeholders, foster a collaborative team environment, lead others to achieve results, and help evolve PEAK's operations to run efficiently and effectively.

The Operations Manager reports to the Senior Operations Manager.

Duties, Responsibilities, and Authority

Key duties and responsibilities:

- Be responsible for managing day-to-day administrative, operational, and financial practices of the organization, with a focus on project management and the human resources function
- Work with the COO to conduct short- and long-term planning to create initiatives that further the organization's goals
- Create and support an environment that empowers individuals through the development of skills and coordination of resources and supportive services
- Support the COO in managing and strategizing the purpose and vision of PEAK's entire Human Resources function as it relates to benefits, payroll, 401k, recruitment, learning

and development, culture, annual reflection and work planning, succession planning, and more
- Manage the implementation of PEAK processes, procedures, and staff resources, ensuring alignment of all related systems supporting the functional areas of the organization
- Help manage the recruitment and onboarding processes for new staff members
- Assist the Senior Operations Manager in implementing and supporting talent development and learning strategies and programs, including curriculum development, coaching, coursework, and certifications for individuals and teams
- Assist the Senior Operations Manager in implementing and managing information systems, tools, and processes, and contribute to PEAK's strategic technology initiatives
- Assist the Senior Operations Manager in supporting board of directors activities and development
- Support the COO in representing PEAK in its relationships with strategic partners, members, nonprofits, funders, and other key constituents that will extend PEAK's reach and influence
- Provide training and ongoing staff support for new practices and initiatives
- Assess and improve data collection and management of data systems
- Approach work assignments with an equity lens, and work to build personal knowledge and experience in this area
- Perform all other duties as assigned by the COO and Senior Operations Manager

Requirements and Qualifications

- A minimum of 5 years' experience in an operational role
- Strong interpersonal, organizational, and communication skills, including the ability to handle sensitive information with care and confidentiality
- Experience managing human resource-related responsibilities, budgeting, and using financial and accounting systems
- Demonstrated ability to manage multiple projects at a time, prioritize tasks, and work independently efficiently and effectively
- Proven ability to synthesize strategy into actionable tactics
- Strong ability to manage challenging situations and stakeholders in a manner that prioritizes professionalism and customer service
- Ability to effectively work collaboratively as well as independently on assigned responsibilities
- Be engaged, flexible, resourceful, self-motivated, and success-driven
- Commitment to PEAK's goals and strategy, and the ability and willingness to adapt as those goals evolve
- Advanced proficiency using M365 applications (Outlook, Word, Excel, PowerPoint, SharePoint, Teams), experience using a CRM or AMS, and experience using and managing apps like Asana, Dropbox, Zoom, SurveyMonkey, and Slack

- Ability to work remotely and engage with a virtual team
- Ability to travel is required. Travel for this position could include attending the annual convening, staff retreats, board meetings, and member events

Compensation

A comprehensive salary and benefits package will be offered. The starting salary range for this position is $90,000 - $102,500, commensurate with experience.

Location and Work Environment

This position is fully remote. PEAK began offering remote work in 2014 and has committed to an indefinite remote work posture. PEAK will allow you to work at home, on the road, or in a satellite location for all or part of the regular workweek. Many staff are virtual, and you will be required to maintain PEAK's core working hours from 10:00 a.m. to 3:00 p.m. ET Monday through Friday to accommodate peers across US time zones, and will use software and video conferencing to collaborate and stay connected with staff and PEAK members.

Equal opportunity and having a diverse staff are fundamental principles of PEAK Grantmaking, where employment and promotional opportunities are based on individual capabilities and qualifications without regard to race, color, religion, gender, pregnancy, sexual orientation/affectional preference, age, national origin, marital status, citizenship, disability, veteran status, or any other protected category as established under law.

Application Process

To apply for this position, please upload the following documents, preferably in a single PDF with links through this form.

Cover letter

Résumé: Please indicate your city and state—no street address to protect your privacy—and email and cell phone number.