



Operations Manager (full-time)

The Refugee Center is looking for an Operations Manager to join our team in supporting refugee and immigrant clients with resettlement.

The Refugee Center, with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

The Operations Manager will be a core member of our Administration team, ensuring streamlined processes, systems, and administrative support for staff. The Operations Manager is a full-time position and will report to the Assistant Director of Operations.

Responsibilities:

- Accounting support
 - Process incoming checks and mail outgoing checks
 - Coordinate check deposits
 - Code expenses and revenue and enter into Accounting system
 - Coordinate with Bookkeeper around employee reimbursement requests
 - Collect and check timesheets from hourly employees
 - Prepare documentation and changes for payroll processing
 - Conduct first round payroll audit
 - Administer corporate credit card account
 - Generate invoices for billing when support services are provided to government agencies
 - Track expected vs. received incoming grants funds and notify Assistant Director of Operations and Executive Director when a funder is behind the payment timeline
 - Support annual financial audit process
 - Coordinate with Bookkeeper around providing monthly financial reports
 - Pull financial reporting information for Assistant Director of Operations and Board of Directors when needed

- Onboarding
 - Send and process new hire paperwork
 - Enter and maintain employee data electronically
 - Coordinate with Payroll on salary and tax information and changes
 - Order and setup equipment, email, and organizational accounts
 - Prepare and ready office space for the new hire
 - Facilitate office tour and conduct administrative orientation
 - Announce new hires to all staff email
 - Coordinate staff to ensure completion of onboarding checklist by all stakeholders
 - Send report to IDES new hire system
 - Add new staff to automobile insurance if applicable
- Office administration
 - Coordinate and maintain relationship with IT vendor
 - Technological troubleshooting of office equipment, office systems, and staff questions
 - Basic maintenance and upkeep of office equipment, including stocking paper and changing toner
 - Order and organize office supplies, including hardcopy government forms
 - Research and purchase larger office equipment when required
 - Maintain guest spaces for clients and promote a welcoming environment
- Internal communication
 - Field staff questions and follow up with appropriate answers and resources
 - Send updates to the staff mailing list
 - Administer and update shared office calendar and send reminder notifications
- Organizational compliance
 - Maintain I-9 compliance and I-9 binder
 - Annually apply for certification of good standing, SAM system verification, and Secretary of State report
 - Support organizational insurance plan administration such as Workers' Compensations, General Liability, Unemployment, etc., including completing annual questionnaires, audit, and renewals
 - Maintain and update Guidestar profile with Operations information
- Management
 - Supervise and mentor Administrative Assistant
 - Supervise and mentor Program Assistant in administrative duties
 - Maintain in-office schedule, ensuring coverage of the front desk
 - Provide support at reception when there is a gap in coverage

Qualifications:

- Experience working in an Accounting, Finance, Operations, Human Resources, Office Management, Administration, and/or a related field
- High level of organization and attention to detail

- Strong commitment to data integrity and an understanding of how accuracy in finances are connected to clients' needs, employees' livelihoods, and our organization's financial health and good standing
- Excellent internal communication skills, including good follow through and responsiveness
- Upholds a high level of confidentiality and empathy
- Proactive and solutions focused
- Excellent judgment, proactive decision making skills, and ability to prioritize tasks
- Proficiency with computers and cloud-based systems, especially the Google Suite
- Ability to troubleshoot basic technology issues for staff
- Passion for our mission of supporting and empowering refugees and immigrants

Nice to have:

- Experience working at a nonprofit organization
- Experience supervising or indirectly supervising staff
- Familiarity with accounting, payroll, and/or HRIS systems, especially Quickbooks
- Accounting experience, especially in A/R, A/P, G/L, and/or payroll support
- Working proficiency in a second language, especially if used in the communities we serve
- Experience working with people from different cultures

Compensation & Benefits:

- Salary starts at \$41,600/year less applicable withholdings
- Option between participating in employer sponsored health plan or a monthly healthcare stipend
- Monthly stipend for mobile phone usage
- This is a full-time position at 40 hours per week

Due to the nature of this work, the Operations Manager may choose to work in the office or have a hybrid work schedule.

If interested, please apply to jobs@trc-cu.org with your resume and cover letter. No phone calls please.