



Senior Operations Manager

Position Status: Full-time, exempt
Compensation: \$72,500 - \$82,500
Benefits: Employer covered health, vision dental insurance, generous PTO, 401k
Location: Miami, FL (hybrid)
Reports to: Chief of Staff

ABOUT ENGAGE

Engage Miami and Engage Florida build youth civic engagement, power, and equity in Florida. As a leader in civic and political education, Engage strengthens a culture of locally driven democratic participation of diverse communities, builds power to implement change, and works to advance a young people-led issue agenda that protects and invests in our communities.

JOB DESCRIPTION

Engage Miami seeks an experienced and dedicated Senior Operations Manager to manage human resources, office management, and administrative functions, reporting directly to the Chief of Staff. The Senior Operations Manager will ensure effective implementation and consistent oversight and management of Engage's operations. This role will lead in HR functions including hiring, offboarding, managing organizational legal compliance, supporting personnel management, and proactive policy, training, and handbook development to ensure operational efficiency and effectiveness. The Senior Operations manager will also be responsible for managing relationships with external accountants, bookkeepers, benefits administrators, and other external partners as needed, while ensuring efficient and accurate oversight of the organization's financial functions and tracking systems. This position will lead supervision of internal administrative staff as well as managing cross-department coordination to maintain effective and compliant operational practices.

A strong candidate will come ready with demonstrated experience in leading Operations functions, preferably in a nonprofit setting, as well as experience effectively and equitably managing staff. The ideal candidate is a team player, highly detail oriented, able to learn quickly, and is committed to operationalizing a progressive and safe work environment in support of the organization's mission and vision.



ROLE AND RESPONSIBILITIES

Human Resources

- Oversee recruitment and hiring processes, ensuring a strong applicant experience, review of job descriptions and hiring processes, and compliance with organizational norms, values, and relevant laws
- Manage the onboarding process for new employees, including technology setup and orientation on organizational norms and policies and accurate completion and filing of hiring paperwork (including Form I-9, W4s, handbook, organizational policies, etc).
- Offboard departing employees and ensure administration of state reporting, updates to online subscriptions and compliance with document retention policies
- Maintain confidential personnel files, oversee employee timesheet completion for accuracy, and support with the administration of semi-monthly payroll.
- Work with the organizational leadership on updating the employee handbook and personnel policies, as well as benefits and compensation packages as needed
- Promote a positive, welcoming work environment and support people management
- Develop training materials in alignment with organizational learning goals, champion organizational change initiatives, and directly support department leaders with implementation and execution of special projects
- Manage key HR processes including recruiting, onboarding, training, performance reviews, and performance improvement plans when applicable
- Represent Engage Miami in a positive, professional manner and champion organizational values ensuring a strong commitment and understanding of diversity, equity, and inclusion principles as it relates to HR

Office Management & Administration

- Effectively supervise operations staff members as assigned, to ensure smooth daily office operations including supply and equipment management, mail and delivery acceptance and processing, and maintaining organized files and records
- Ensure compliance with nonprofit regulations, including state and federal filing requirements (990s, state registrations, etc.)
- Delegate and manage logistics for organizational events, including board meetings, workshops, and training sessions.
- Develop a culture that balances equity, efficiency and results leading by example and communicating standards and updates to staff via written memorandums and during team meetings.
- Own facilities management needs that include coordinating office space access, utilities and maintenance scheduling, liaising with building management and supporting Orlando office as needed while collaborating with operations staff for day to day task completion
- Ensure workspace cleanliness and organization including functional storage systems,



proper recycling, and promoting workplace norms to ensure a healthy and tidy workspace is maintained

Finance Management

- Correspond with external accountants and bookkeepers to ensure accurate documentation for accounts receivable and payable, review monthly account coding for accuracy, and file monthly financial reports.
- Track grants and revenue as needed, file related documentation and maintain workbooks up to date
- Manage invoicing between Engage Florida Civic Fund (c3) and Engage Miami (c4) in collaboration with Admin staff (Administrative Associate and Office Coordinator)
- Liaise with vendors, contractors, and insurance brokers, and ensure proper filing of documentation and timely communication with all internal and external stakeholders
- Support department directors in placing large orders

Additional Responsibilities:

- Develop and implement standard operating procedures for operational systems, including HR and financial tracking.
- Support departments in developing departmental training manuals and cross-training processes
- Provide support for team meetings and special projects, including fundraising initiatives and data management.

QUALIFICATIONS & SKILLS

- Minimum four years of demonstrated experience in operations management, financial processes, and human resources, preferably in nonprofit environments.
- Strong judgment and discretion in handling sensitive and confidential information and high emotional intelligence when interacting with staff, management, members, and partners
- Excellent organizational skills with the ability to manage multiple tasks and prioritize effectively.
- Attention to detail and proactive problem-solving skills; able to foresee potential issues and develop solutions.
- Commitment to the mission of Engage Miami, including a focus on civic equity and developing young people's leadership
- Proficiency in Google Suite and familiarity with accounting software including Quickbooks, spreadsheet formulas, and payroll processing software; willingness to learn new tools as needed and ability to develop training materials such as standard operating procedure documents and presentations accessible to appropriate staff.
- Comfortable handling high volume with high efficiency by maintaining systems, juggling competing demands, and prioritizing without sacrificing quality.



- Knowledge of 501(c)(3) and/or 501(c)(4) nonprofit multi-entity nonprofit structures and strong aptitude to learn applicable tax law and legal compliance as required.
- Experience working in advocacy organizations or roles supporting operations and finance with a strong preference for nonprofit contexts.
- Passion for Miami and civic engagement and culture with alignment on youth-centered civic engagement

Applications will be reviewed and candidates invited to interview on a rolling basis. If interested please apply as soon as possible. Not sure if you meet the qualifications? We'd still love to see your application!

To apply, email hr@engage.miami. Please put in the subject line **Full name/ Senior Operations Manager** and include your resume and a cover letter that answers why you are interested in the position and what relevant experience makes you a strong and qualified applicant.

All ages are encouraged to apply. Engage Miami is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability, veteran status, or any other class protected by law. Assistance and/or reasonable accommodations during the application process are available to individuals upon request.