



## OFFICE OPERATIONS MANAGER

Reports to: VP, Talent and Collaboration

Status: Full-time, Exempt

### About True Ground Housing Partners

True Ground Housing Partners (formerly APAH) was founded in 1989 by four families motivated to address affordable housing in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 5,000 people in the Washington DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home. True Ground is a mission driven, community minded and resident focused organization guided by seven core values: compassion, integrity, collaboration, innovation, excellence, impact, and racial equity.

### Summary Description

True Ground's Operations Manager ensures that our office is running smoothly and efficiently. True Ground's ideal candidate is organized, customer service oriented, calm under pressure and able to manage multiple tasks at a time. They are the type of person who is willing to pitch in and help with any task, large or small, and can always keep a positive attitude and environment for the office as a whole.

The Operations Manager manages True Ground's day-to-day operations and administration, including vendor relationships and contracts, supplies and IT, and provides administrative support for the VP of Talent and other employees. In addition, the Operations Manager plans, organizes, implements and enforces True Ground's information technology projects. Finally, they support all teams as needed with special projects and administrative support.

### Key Responsibilities

#### Office Management (50%)

- Ensure that all office operations and procedures are well organized, efficient and well-communicated with all employees.
- Walk through the entire office, including conference rooms, at least once per day to ensure cleanliness and temperature control as well as to observe any unreported facility issues.
- Coordinate and maintain overall office systems including IT, phones, copiers, supplies, postage, building systems and vendors. Coordinate janitorial and maintenance service for the office.
- Provide basic technology and phone system support to colleagues and coordinate support from third party consultants when needed.

- With the administrative assistant, maintain well-stocked supplies at all times, including regular purchases made online and in person in a thoughtful manner to ensure competitive pricing.
- Prepare budgets and cost estimates for all office spending; track spending throughout the year. Ensure all operational expense reports are completed accurately and on-time
- Manage office-vendor relationships with service providers including bid reviews, contract negotiation, and equipment implementation as needed.
- Maintain all office paper and digital files under the approved filing system, including real estate files. Leads efforts in data retention and review of stored files. Lead weekly meetings with admin leads from each department to discuss upcoming meetings and administrative needs.
- With support from admin assistant, maintain accurate records and track inventory for digital and physical gift cards
- Supervise front desk admin assistant
- Answer main phone line and provide assistance to visitors as needed
- Cover the front desk periodically, as needed, including all conference room management, ordering, picking up (occasionally) and setting up in office lunches.
- Become a notary for the state of Virginia for in house notary capacity.
- Other duties as assigned.

#### IT Project Management (25%)

- Act as primary point of contact for managed service provider and IT consultants
- Manage IT inventory equipment and tracking, to include equipment onboarding and offboarding, equipment ordering, and equipment disposal.
- Lead check ins with IT managed service providers and quarterly security committee meetings
- Manage IT project timeframes, budgeting estimates, organize meetings and provide status reports; manage user permissions
- Manage, track and review monthly staff phishing campaigns and annual IT cybersecurity training, and all office IT subscriptions

#### Executive Assistance and Special Projects (25%)

- Provide administrative support to the VP of Talent and other members of the staff as needed, including calendar support, coordinating travel when necessary, and completing expense reports.
- Provide administrative support to projects that need a high level of detail orientation and discretion, including potential support of treasury activities for the organization.
- Scheduling meetings and preparing mailings, presentations and handouts.
- Maintain all staff events and team calendars; lead logistical efforts for all staff events and meals and provide agenda support. Track staff milestones.
- Design and plan for True Ground branded gear and staff gifts annually.
- Serve as administrative support to other departments through one-time projects and on an ongoing basis as needed, including assisting with real estate closings.

#### Supervisory Responsibility

Supervision of Administrative Assistant(s) and other team members as needed.

#### Qualifications

- Detail oriented and strong organizational skills; able to efficiently manage multiple projects at one time
- Positive, open to feedback and customer service oriented
- Creative problem solver with strong judgment skills
- Strong interpersonal skills and preference for collaboration with proven success working with others
- Ability to work independently in a fast-paced, deadline driven environment
- Experience managing event logistics preferred
- Excellent written skills a plus
- Proficient in MS Office (Word, Excel, Outlook, Adobe and Power Point)
- BA/BS preferred plus at least 3-5 years of professional work history
- Must have regular access to a vehicle.

#### Expected Hours of Work

This is a full-time, exempt position. Typical workdays are Monday through Friday, with a total of 40 hours worked a week between the hours of 8 a.m. and 6:30 p.m. Occasional evening or weekend hours for community/board meetings related to projects and/or special events; additional work hours as required.

#### Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

#### Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

#### Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time with or without notice.

#### Salary and Benefits

Commensurate with experience. True Ground has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Occasional remote work available. Our corporate office in Ballston features free parking.

### Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

*True Ground is an [E-verify employer](#) and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use [E-Verify](#) once a job offer is accepted, following submission of the Form I-9.*