



Job Title: Operations Manager
Reports To: Chief Executive Officer
FLSA Status: Full-time, Exempt
Department: Operations

SUMMARY

The Operations Manager is responsible for the day-to-day operations of YWCA Kitsap County administrative offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists program managers on the appropriate application of agency policies and procedures, and employment issues; maintains and updates all related process maps and workflows; ensures a regular review for process improvement strategies.
- Manages recruitment function in coordination with program managers including posting and advertising open positions, reference checking, interviews, coordinating job offers, and background checks; maintains various recruitment-related platforms, website, and social media.
- Develop and manage onboarding processes for new employees and volunteers, ensuring completion of orientation, compliance documentation, training programs, and access to tools and systems while fostering engagement with the organization's mission and values.
- Oversee coordination and administration of contracts and contractors, including tracking deliverables, timelines, and compliance requirements, and partnering with the Finance Manager to ensure timely and accurate processing of accounts payable.
- Supervises telephone, computer network and software applications in concert with I.T. vendor and within budget parameters; supports staff with I.T. and communications work orders and performs troubleshooting and fixes for these systems.
- Works with the Chief Executive Office and Grant Manager for the successful completion of fund development activities, including but not limited to special events and annual campaigns.
- Supervises reception desk, maintenance staff, and contractors for operating and office systems and activities; supervises volunteers for administrative-related projects and events.
- Oversees facility maintenance and repairs, janitorial work, ground maintenance, and other related activities.
- Maintains the highest level of confidentiality and protection of employees, the organization, and client-related data and information.
- Maintains confidentiality of communication and records in accordance with State and Federal laws.
- Other duties as assigned by the Chief Executive Officer.

SUPERVISORY RESPONSIBILITIES

This position supervises Community Resource Advocate, Receptionist, maintenance staff, and volunteers.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to write reports, business correspondence, and procedure manuals
- Ability to adapt and manage varied situations
- Ability to build and maintain relationships with staff, clients and community partners
- Strong communication skills with the ability to listen actively and respond to employees, contractors and vendors in a timely, competent manner both verbally and non-verbally
- Ability to manage multiple tasks under tight deadlines and with multiple distractions
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Proficient in Microsoft Office applications
- Commitment to YWCA vision, mission and values

REQUIRED EDUCATION AND/OR EXPERIENCE

Bachelor's degree in business or related field from an accredited four-year college or university or four years related experience or equivalent combination of education and experience; preferred experience within the nonprofit industry sector, and any combination of leadership, supervisory, training and/or mentoring.

OTHER QUALIFICATIONS

- Vehicle, or ability to transport self
- Washington State Driver's License
- Driver's Insurance, per Washington State Law
- Acceptable State Patrol Criminal History Record

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

YWCA Kitsap County is an Equal Opportunity Employer

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