



ADDRESS 128 E. GRANT ST., SUITE 104
LANCASTER, PA 17602

PHONE 717 • 397 • 8722
SITE LOHF.ORG

Job Announcement

Job Title: Operations Manager

Reports to: Executive Director

Status: 30 hours per week

Open until: July 1, 2021

Organization

Founded in 1999, LOHF's mission is to elevate the mental well-being of youth and children in Lancaster County, Pennsylvania. Our work focuses on two strategic questions: *How can we increase access to children's behavioral health care; and How can we build the talent pipeline in the behavioral health workforce?* Endowment assets: \$11 million

We do this by providing grants to remove barriers to accessing children's mental health services, managing a mental health copay assistance program to offer financial support for families, investing in training and continuing education for mental health care providers, and advocating for the mental well-being of families and providers in Lancaster County, Pennsylvania. With a focus on our mission, we are a people-oriented organization committed to serving our community.

For more information, please visit www.lohf.org

Position

Reporting to the Executive Director, the Operations Manager will oversee and strengthen operations and execute certain functions that ensure high levels of measured effectiveness.

The Operations Manager will work closely with the Executive Director, Communication Director, and Programs Manager at the organization to improve workflow, increase efficiencies, ensure seamless integration of data across platforms, and generate key performance indicators of business performance.

Responsibilities

- Oversee day to day office operations and business services.
- With Executive Director, ensure appropriate business records, including insurance policies, building maintenance, and historical records.
- Assist Executive Director with annual audit.
- Manage all vendor relationships, including supplies, building, insurance, technology, information technology, and data systems.
- Develop and oversee annual maintenance plans for the building, technology, and network administration. Ensure that regular maintenance occurs and that annual inspections are completed.
- Maintain inventory of technology devices, including hardware and software.



ADDRESS 128 E. GRANT ST., SUITE 104
LANCASTER, PA 17602

PHONE 717 • 397 • 8722
SITE LOHF.ORG

- Monitor office and building safety and security policies to ensure that staff and guests adhere to safety protocols.
- With Executive Director, manage brokerage relationships for comprehensive insurance programs including health, long-term disability, short-term disability, life insurance, worker's compensation, and 403B retirement plan.
- More responsibilities may be included after 6-10 months, including providing accounting and bookkeeping services.

Qualifications & Skills

- Strong project management and analytical skills, including scoping work, creating, and managing project plans.
- Technology management experience, including hardware, software systems integration, database management.
- Relevant and transferable skills in nonprofit management and leadership.
- Ability to effectively manage and prioritize competing demands.
- Holds self and others accountable for results.
- Key attention to detail.
- Willingness to support staff and volunteers, actively contributing to operational tasks alongside the staff team.
- Ability to constructively address and resolve conflict.
- Bachelor's degree preferred (not required) or more than 10 years in elevated operational experience required.
- Ideal candidates will be willing to learn and be curious.

Qualifications

- Analysis skills
- Network administration
- Management
- Project management
- Technology management
- Bachelor's degree preferred.

Benefits

The successful candidate will receive a competitive compensation and benefits package commensurate with qualifications and experience.

- Flexible, Paid Vacation, Paid Time Off
- Short Term Disability, Long Term Disability
- Life insurance
- Education benefit of assistance to complete bachelor's degree
- Professional development assistance



ADDRESS 128 E. GRANT ST., SUITE 104
LANCASTER, PA 17602

PHONE 717 • 397 • 8722
SITE LOHF.ORG

- Retirement plan with employer matching up to 5%
- 30 hours per week, with possibility of a full-time exempt salary position after one year

Physical Demands and Work Environment

The physical demands and work environment characteristics described here represent those that an employee must meet to successfully perform the job's essential functions. Reasonable accommodations are available to enable individuals with disabilities to perform the essential functions.

While performing the job duties, the associate is often required to read, write, use hands to finger, handle, or feel objects or controls, reach with hands, and arms, talk and hear. Specific vision abilities required for this position include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the noise level is typically moderate.

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to race, color, religion, genetic information, national origin, sex, pregnancy, childbirth, or related medical conditions, age, disability, citizenship status, uniform service member status, sexual orientation, familial status, gender and gender identity, and any other protected class under federal, state, or local law. LOHF values diversity and desires applications from a diverse group of qualified candidates.

TO APPLY

Email a cover letter and resumé to Anna Kennedy, Executive Director at info@lohf.org or mail to: LOHF, 128 E Grant St, Suite 104, Lancaster PA 17602. No phone calls, please.