



## **Business Operations Manager**

Since 2005, the Northwest Healthcare Response Network (NWHRN), a nonprofit organization, has led a healthcare coalition - an affiliation of private and public partners working together to prepare for, respond to and recover from emergencies. We strive to create a robust and coordinated healthcare community, so that patients can get the care they need during emergencies.

**Join our highly skilled professional team!** This key position is responsible for supporting office, IT and HR functions of the organization. Main responsibilities will be to develop, maintain and communicate administrative, operations and human resource systems and procedures. This position requires strategic thinking skills (seeing big picture as well as tasks), problem solving on the fly and a superior attention to detail.

**Position type:** Full time, FLSA overtime exempt

**Reports to:** Director of Finance and Administration (DFA)

### **Responsibilities and Duties:**

#### **1. Office Management**

- Manage operations of the main office and act as support for remote workers.
- Resource person regarding office setup, processes, forms, phones, etc.
- Develop and update forms and templates, such as expense forms.
- Order and maintain office supplies and various equipment within purchasing policy guidelines.
- Track and maintain operations assets.
- Maintain office business accounts and build strong relationships with all vendors.
- Maintain and manage admin/operations folders and documents on server.
- Seeks opportunities to improve efficiency of our office operations.
- Resolve and/or escalate issues in a timely manner.

#### **2. HR and compliance Specialist**

- Analyze organizational compliance with company policies and government regulations.
- Assist with updates of policies, manuals, and procedures to ensure understanding by employees and alignment with regulatory changes and company policies.
- Communicate and support benefits administration.
- Support onboarding of new staff.
- Seek ways to improve and clarify policies and procedures and incorporate staff feedback.

#### **3. IT and other System Operations**

- Responsible for IT and other systems asset management (i.e .tracking assets and warranties)
- Serves as first contact with outside IT company for IT service tickets.
- Key contact for staff to address IT issues and concerns.
- Advises DFA on equipment status, warranty and license renewals and related items.
- Assists DFA with updating IT policies and procedures as well as implementation.
- Monitor warnings and assess information regarding software updates to inform staff.
- Run updates as needed to keep equipment running smoothly.
- Research and provide recommendations for improving existing technology



#### **4. Business Continuity Planning and Support**

Research companies, systems and processes as needed to support continuity of business operations. Additional responsibilities to be developed and added to this job description. Additional duties may be needed to support business administration and operations.

#### **5. Financial entry and compliance support**

- Assist staff with program coding questions for expenses and reimbursements
- Enter bookkeeping transactions into QuickBooks, as requested

#### **6. Event planning support**

- Upon request, provide main services or support event logistics for meetings, conferences, workshops or other special events.
- Tasks include venue contracts, menu selection, AV selection, material development and signage creation and printing.
- Manage all registration processes, including day of on-site support, as requested

#### **7. Participate in NWHRN emergency response activities**

All members of NWHRN are expected to support response staffing and/or deployment within the state of Washington as requested.

#### **Required Qualifications, Skills and Abilities**

- Bachelor's degree and 4-5 years of experience, or at least 6 years of related experience
- Self-starter who is able to handle multiple tasks and projects simultaneously
- Superior attention to detail
- Excellent verbal and written communication skills
- Strong analytical, organizational, and problem-solving skills
- Professional demeanor with ability to maintain absolute confidentiality
- Ability to meet deadlines in a high stress environment
- Due to emergency response nature of organization, ability to work independently with emotional regulation in high intensity situations.
- Excellent customer service
- Highly personable with positive attitude and strong emotional intelligence
- Comfortable with information technology and simple troubleshooting
- Ability to communicate complex information in a manner that is easily understood by others
- Ability to build and maintain good working relationships
- Proficient with Microsoft Office 365 suite of software

#### **Desired Qualifications and Abilities:**

- Some experience as a compliance or HR specialist
- Knowledge of nonprofits and/or healthcare
- Experience using Salesforce



**Benefit Highlights**

- 100% Medical, Dental and Vision for employee; 75% for each dependent
- Paid vacation, sick Leave, holidays, and 2 personal days.
- FSA and Retirement plan

Hiring salary range: \$58,000 - \$68,000

Travel to/from NWHRN's main office in Renton, WA at least one-two days per week is required. Additional days to be determined.

NWHRN requires a COVID vaccination. Therefore, all employees are required to present proof of vaccination status upon hire, unless they qualify for an approved exemption.

NWHRN is an equal employment opportunity employer.

To apply:

**Please send a cover letter and resume to: [employment@nwhrn.org](mailto:employment@nwhrn.org) with the subject line title:**

**"Office Manager position"**

**Questions may be answered via email. Please send all inquiries to: [employment@nwhrn.org](mailto:employment@nwhrn.org).**