



NEW ORLEANS BUSINESS ALLIANCE: OPERATIONS MANAGER

The Operations Manager plays a critical role in managing the day-to-day effectiveness of the New Orleans Business Alliance (NOLABA), including developing and implementing systems that increase the effectiveness and efficiency of our work and supporting our ability to grow and expand our impact in New Orleans.

The Operations Manager organizes and coordinates office administration and procedures, in order to ensure NOLABA's organizational effectiveness, efficiency and safety. The Operations Manager is responsible for managing NOLABA's evolving IT needs, streamlining administrative procedures, overseeing physical plant logistics and maintenance, managing general procurement and supply inventory, and providing comprehensive support to the NOLABA team and its activities.

The Operations Manager is responsible for special projects as assigned, and reports to the Vice President, Human Capital & Culture.

ESSENTIAL DUTIES:

- Onsite IT lead / systems administrator for NOLABA's technology needs, including managing all office equipment, phone systems, email accounts, IT vendor contracts, and digital archives and record retention, as well as serving as onsite troubleshooter and team liaison to our tech vendor
- Procurement of office consumables and general supplies, coordinating with other team members for peak meeting and event periods; provide research support to CFO and VP, Human Capital & Culture on recommended capital improvement purchases; serve as Accountable Property manager for designated tech/AV items
- Office safety and security including, but not limited to: property insurance renewals and compliance, business continuity, emergency preparedness, and parking and building/suite access
- Supervise the maintenance of office areas and equipment, including layout, arrangement and housekeeping of office facilities, serving as main point of contact with building management for all maintenance issues
- Lead for all shipping/receiving/postal service needs
- Maintain, administer, and train team members on effective use of equipment, platforms and systems, including Outlook, Asana, phones/conference call systems, etc.
- Organize office operations and procedures, and provide guidance on updates to operations handbook policies
- Project management for leaseholder improvements and other special projects as assigned
- Maintain confidentiality while performing duties to support Executive Leadership



- Assist in the planning and execution of internal organizational events
- All other duties as assigned

QUALIFICATIONS & JOB REQUIREMENTS:

- Bachelor's degree from four-year college or university, **or comparable work experience required**
- 2 to 4 years of experience in office or operations management, with strong consideration given to those with past IT support experience.
- Excellent communication skills (both verbal and written), able to demonstrate clear, concise writing proficiency (through samples such as executive summaries)
- Demonstrated advanced proficiency in MS Office: MS Outlook, Word, Excel, PowerPoint
- Excellent project management and reporting experience; strong organizational skills and ability to handle multiple tasks and meet deadlines under ever-evolving priorities; manage competing interests and strong personalities
- Highly resourceful, adept at problem-solving and engineering creative, cost-effective solutions
- Solid in understanding and implementing performance-based measurements and outcomes
- Accountable self-starter, willing to take initiative and drive results
- Demonstrate ability to be flexible, nimble, coachable, intellectually curious and proactive
- Ability to work independently and prioritize concurrent projects for internal stakeholders
- Proven leadership, interpersonal, and motivational skills
- Professional attitude and demeanor, with impeccable customer service skills
- Work comfortably as a cooperative team member in a highly collaborative, fast-paced environment
- Must have a car and valid driver's license for local travel

Attributes:

- Vision
- Interpersonal skills
- Communication skills (written and oral)
- Team building ability
- Sense of humor
- Resourcefulness
- Comfort with complexity
- Ability to adapt and thrive in an entrepreneurial environment
- High ethical standards and commitment to fairness and equity



Physical & Mental Demands:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the individual is regularly required to speak and hear
- Specific vision abilities required by this job include close vision and the ability to adjust focus, in order to read, analyze, and interpret data (emails, memos, letters, etc.)
- Ability to maintain visual attention and mental concentration for significant periods of time
- Ability to effectively communicate with superiors, peers, and subordinates
- Ability to lift files, open filing cabinets, and bend or stand as necessary;
- While performing the duties of this job, the employee is occasionally required to bend, stand, walk, sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl
- The employee will occasionally be required to lift and /or move up to 25 pounds

Working Conditions:

- While performing the duties of this job, the individual is occasionally required to travel within the New Orleans area.
- This is a full time position and hours of work and days are Monday through Friday 8:30am to 5:30pm. Occasional evening and weekend work may be required as job duties demand.

NOTICE:

- Applicants must be currently authorized to work in the United States for any employer.
- Salary Commensurate with Experience. Competitive Benefits Package

Application Process:

To apply for this position, send the following documents via email to Careers@nolaba.org:

- Resume
- Cover Letter

In your email, please note "*NOLABA Operations Manager*" in the subject line.



NOLABA is an Equal Opportunity Employer

New Orleans Business Alliance (NOLABA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. NOLABA complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

NOLABA expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of NOLABA employees to perform their expected job duties is absolutely not tolerated.

All NOLABA employees are subject to the Organization's Public Records Policies and Procedures.