



Job Title: Business Operations Manager
Reports To: CEO
Position Type: Full-time, exempt (nights and weekends as needed)
Schedule: Monday - Friday, 8:30am - 5pm
Salary Range: \$42,000-52,000 DOE

JOB DESCRIPTION

The Business Operations Manager at RMHC New Mexico plays a pivotal role in ensuring the organization operates efficiently and effectively. This position involves overseeing office operations, managing donor data, and supporting human resources functions. This position is crucial for the smooth functioning of RMHC New Mexico, ensuring that resources are used wisely, and the organization remains aligned with its mission to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

PRIMARY DUTIES & RESPONSIBILITIES

Administrative Oversight:

- Manage office operations, including organizing meetings, maintaining office supplies & machinery, and coordinating administrative tasks.
- Attend Board of Director meetings and committee meetings as requested, capture the minutes.
- Coordinate contracts and partnerships with vendors, service providers, and external stakeholders.
- Provide clerical and administrative support for activities and events, publications, mailings, reporting, etc.
- Monitor general inbox and reply in a timely manner.
- Maintain organizational records.

Donor Management & Data Administration:

- Record and acknowledge donations, ensuring accurate and timely entry into the donor database.
- Develop database reports and queries that will provide information as needed in the cultivation, solicitation and stewardship of donors, and other initiatives in support of our mission.
- Ensure proper documentation and reporting for grants and related donations.
- Maintain accurate and up-to-date records of donors, supporters, and organizational contacts.
- Support donor communication and acknowledgment processes.
- Create reports for and work with the Bookkeeper regarding all donation, revenue and bank deposit information.
- Provide requested donor documentation for annual audit.

Human Resources:

- Process payroll for all employees, maintain payroll records and handle payroll-related inquiries.
- Ensure timely payment of salaries, benefits, deductions, reimbursements, and retirement contributions.
- Activate onboarding and offboarding processes in our HRIS for employees, updating necessary documentation.
- Support human resources functions, including recruitment, onboarding, and employee record maintenance.
- Assist in the administration of employee benefits and compliance with record-keeping requirements.

ANCILLARY JOB FUNCTIONS

- Demonstrate respect for diverse cultures and ability to work and interact with all types of people.
- Maintain positive and cooperative relationships with all staff, volunteers, donors and stakeholders.
- Respect the privacy and the confidentiality of all donor, guest, and agency information.
- In all instances, serve as an ambassador for the RMHC-NM, appropriately communicating the mission and purpose of the organization.
- Perform other duties as assigned by the CEO.

KNOWLEDGE, SKILLS & ABILITIES

- Minimum three years of responsible administrative experience, preferably in a nonprofit environment
- Ability to interact and communicate properly and effectively, verbally and in writing
- Experienced in supporting several supervisors, with a demonstrated ability to prioritize work requests and complete assignments on time
- Working knowledge of principles/procedures of office administration and basic accounting.
- Attention to detail and accuracy in data entry and record-keeping.
- Ability to organize time and work independently
- Highly productive team player who will build strong and mutually beneficial relationships between the staff, donors, volunteers and external audiences.
- Knowledge of nonprofit operations and fundraising principles is preferred.
- Ability to thrive in a fast-paced environment with complex arrangements and simultaneous commitments
- Demonstrated ability to meet deadlines and work well under pressure
- Ability to interact effectively with management and board, and to maintain confidentiality
- Familiar with database entry and maintenance
- Proficient in Microsoft Office computer programs including Word, Excel, PowerPoint and Outlook
- Bookkeeping knowledge preferred