

**Job Title:** Operations Manager (Administration & HR)

## **Job Summary:**

We are seeking a highly organized and proactive **Operations Manager** to oversee and optimize daily business operations. The ideal candidate will ensure efficiency, quality, and productivity while leading teams, implementing strategic initiatives, and maintaining compliance with company policies. This role requires strong leadership, problem-solving abilities, and a keen eye for operational improvements.

## **Key Responsibilities:**

### **1. Daily Operations & Team Coordination**

- Oversee day-to-day activities as directed by the National Director.
- Serve as the first point of contact for general inquiries, filtering and directing them appropriately.
- Ensure smooth coordination between departments and team members to meet organizational objectives.

### **2. Event & Logistics Management**

- Plan and organize logistics for events such as camps, surf competitions, and other activities.
- Manage bookings, including flights, accommodations, and transportation.
- Oversee logistical execution to ensure seamless operations.

### **3. Team & Project Management**

- Delegate tasks effectively while overseeing work projects and organizational goals.
- Ensure team members remain on task and meet deadlines.
- Organize and facilitate team meetings and staff functions.

### **4. Progress Monitoring & Continuous Improvement**

- Assess organizational efficiency and effectiveness.
- Identify areas for operational improvements and implement strategic solutions.
- Collect, analyze, and interpret operational data to optimize processes.

### **5. Communications & Administration**

- Schedule and coordinate meetings, send invitations, and manage communications.
- Track tasks and ensure follow-ups are completed.
- Oversee the setup and approval process for newsletters.
- Manage the administrative email inbox, filtering communications for the National Director and CSALT Program Manager.

## 6. HR & Administrative Duties

- Oversee leave management, contracts, agreements, and volunteer coordination.
- Facilitate the annual financial audit in collaboration with bookkeepers and accountants.
- Handle financial reconciliations, reimbursements, and finance tracking.
- Serve as the point of contact for the service team, consulting and following up with the National Director.
- Submit the NPO report to maintain compliance with nonprofit status.
- Capture meeting minutes and distribute action points via task management software.

## 7. Donor & Community Engagement

- Serve as the liaison for Surfers Bible distribution and engagement.
- Oversee donor care strategies, ensuring timely follow-ups and relationship management.
- Ensure events are successfully executed by managing logistics and follow-ups.

## Required Qualifications & Skills:

- Strong organizational and communication skills.
- Ability to manage multiple projects and priorities efficiently.
- Computer literacy, including proficiency in Microsoft Office, Google Suite, and task management software.
- Experience in operations, administration, and HR-related tasks.
- Understanding of the surfing culture and the CS organization.

## Equipment & Tools Required for the Role:

- **Laptop/computer** with access to relevant software and applications.
- **Reliable internet connection** for virtual meetings, communication, and administrative tasks.
- **Phone** for calls, coordination, and follow-ups.
- **Task management software** (e.g., Trello, Asana, or equivalent) for tracking action points and workflows.
- **Accounting and financial tracking tools** as needed for reimbursements and audits.