



Position: Operations Manager

Full-Time (Exempt) | In-Person w/Future Hybrid | Salary Range: \$53,000 - \$63,000

Culture:

Trying Together’s mission is to support high-quality care and education for young children.

Trying Together is a Pittsburgh-based nonprofit that supports the work of early childhood by providing advocacy, community resources, and professional growth opportunities for the needs and rights of children, their families, and the adults who interact with them. A fast-paced organization, Trying Together looks for dedicated and passionate staff who bring positivity to their work and a solution-oriented sensibility.

Trying Together encourages its team, partners, and communities to interact compassionately and honor the range of cultures, ideas, and identities that root each person. Young children develop and learn by example; this means that children whose early learning environments reflect just actions, equitable opportunities, diverse representation, and inclusive approaches experience healthier interactions and build relationships that enable them to thrive.

Trying Together is an equal-opportunity employer. Trying Together does not discriminate and encourages qualified candidates of any gender, race, class, sexual orientation, faith, disability, or age to apply. All candidates will be evaluated on a merit basis.

Purpose:

The Operations Manager serves as a partner to the Director of Administration, exercising sound judgment to design, oversee, and optimize organizational infrastructure. This role is responsible for the management of office operations and facilities management as well as the evaluation of business procedures and the implementation of high-level administrative strategies to ensure maximum organizational effectiveness and fiscal efficiency.



Responsibilities:

Organizational

- Commitment to racial equity and inclusion and a willingness to do the ongoing personal work to bring about a more just society by actively participating in professional growth opportunities.
- Actively work with peers to create a culture of belonging at Trying Together.
- Willingness to disrupt practices that do not honor children's, families', educators', and colleagues' humanity.
- Work collaboratively across departments within Trying Together to meet the mission and accomplish the work.
- Participate in initial and ongoing professional development for continuous learning and expanding one's professional knowledge base.
- Consistently use the NeonCRM platform to build relationships with constituents, record data that measure project performance, and support continuous quality improvement in the organization's resources and services.
- Other duties as assigned.

Facilities Management

- Maintain and ensure adherence to the annual calendar of operational compliance and renewal requirements.
- Oversee the logistics and day-to-day facilities needs of two physical Trying Together office locations including relationships with facility managers/lease holders.
- Design and implement office policies, procedures, and operational decisions that optimize and benefit the organization, with leadership approval and sign off.
- Establish and maintain vendor accounts and contracts, ensuring a strategic partnership relationship exists consistently.



- Maintain office equipment and supplies, including computers, copiers, furniture, etc.
- In collaboration with the Director of Administration, manage IT service provider in regards to IT needs for Trying Together staff including equipment, internet, wifi, phones, and ad-hoc requests.
- Regularly review office equipment for maintenance and facilitate maintenance schedules as needed.

Accounting and Billing Administration

- Review and process expense reimbursements through Accountant for bi-weekly payroll.
- Process invoices for payment through online banking system; review invoices regularly to ensure invoices are correct and appropriate for services/goods provided to Trying Together.
- Onboard new vendors for appropriate payment and set up within Trying Together's systems.
- Process online payments for vendors onboarded to digital portals.
- Pull revenue data from NeonCRM and TicketStripe.
- Manage organizational credit card program.
- Process receivables and deposit checks.
- Support annual audit process, providing documentation and needed information quickly and proactively.
- Manage DocuSign for contract approvals.
- Maintain digital and physical contracts and grants files in an orderly and compliant manner.
- Maintain organizational policies/procedures and associated files; regularly update these documents and make team members aware of any updates and changes.





- Support the Educational Improvement Tax Credit (EITC) scholarship program process.

Human Resources

- Process new employees and terminations in payroll system, with support for escalations from human resources.
- Orient new employees for office-related functions, processes, and best practices.
- Set up employee benefits deductions in payroll.
- Contribute to the maintenance of electronic personnel files and clearances, documentation procedures, and record retention policies.
- Manage online timesheet system; provide training for new hires and troubleshoot issues for employees if/when they arise.
- Serve as the Plan Administrator for 401(k) Plan.

Qualifications:

- Associate's degree required; bachelor's degree highly preferred; relevant equivalent experience may be substituted for education.
- More than three years of relevant operations management experience required
- Experience leading one of the following areas in a nonprofit organization of human resources, payroll, benefits, and/or facilities management required.
- Effective organizational and written communications skills.
- Attention to detail and high level of accuracy.

Working Conditions/ Physical Demands:

While performing the duties of this job, the employee must be able to:

- Travel up to 20% off site as needed.
- Operate with indomitable work ethic and the willingness to work additional hours and atypical shifts as needed.





- Perform tasks typical of an office role in the non-profit space, including standing/walking for extended periods, moving through fast-paced environments, and carrying light items (up to 25 lbs).
- See, hear, talk and perform tasks requiring manual dexterity and visual acuity; kneel, sit, stand, walk, crouch, stoop, bend, stretch, twist, reach, pull, push and other similar, repetitive tasks requiring physical activity.

Required Clearances:

- Clean Act 33 Child Abuse Clearance.
- Clean Act 34 PA State Police Clearance.
- Clean Act 73 Federal Criminal History Clearance.
- National Sex Offender Registry (NSOR) Verification.
- Valid Driver's License and proof of insurance.

Required Training:

- Mandated Reporter Training (must be completed in the first month of placement).
- NeonCRM Training (required and recommended online courses must be completed in the first three months of placement).

Benefits:

- Competitive compensation and benefits package.
- Appreciative inquiry and strengths-based review process.

Interested Applicants:

Applicants must apply at tryingtogether.applytojob.com/apply and upload their cover letter, resume, and three work-related references. Phone calls will not be accepted. Posting will remain open until filled.

