



Position Announcement: Operations and Administrative Manager

Job Type and Schedule: Part-time; approximately 30 hours per week

Compensation and Benefits: \$20.00 per hour

To apply: Please email a résumé and cover letter with title “Operations and Administrative Manager Position” to Michael Skillicorn, Associate Director at: michael@growfoodnorthampton.org

Deadline: Please apply by 5:00 p.m. on Monday, April 12, 2021

About Grow Food Northampton

Grow Food Northampton is a food justice organization providing food and land access to all members of our community. Grow Food Northampton owns a 121-acre community farm that leases land to four farmers and two farming cooperatives that practice sustainable agriculture; manages a 310-plot organic community garden; operates a vibrant downtown farmers market; grows 9,000 pounds of produce annually that is donated to people in need; operates a thriving downtown farmers’ market; educates over 1,200 students a year about local food, gardening, and farming through farm field trips and classroom workshops; and manages food access initiatives that invite people of all incomes into the local food movement. Founded in 2010, Grow Food Northampton serves the city of Northampton and nearby communities with four full-time and five part-time staff members, Terracorps service members, and volunteers.

Position Description

The Operations and Administrative Manager (OAM) will refine, implement, and oversee all aspects of organizational infrastructure, grow the organization's ability to operate smoothly, and support the overall functioning of the organization. The OAM will have thorough knowledge of successful business and finance practices, procedures, and policies to maximize efficiency and effectiveness for the organization’s operational, financial, and administrative work, in alignment with our values and ethos. The OAM will connect and synthesize knowledge across teams and programs. This position works closely with the Executive Director and Associate Director, and collaboratively with other staff and external providers to develop solutions that help achieve the organization’s mission. This is a problem-solving role meant for someone with the skills and drive to continuously improve our organization’s operations.

Responsibilities

Operations

- Act as cross-functional collaborator with all staff members and teams to maintain and implement operational, administrative, finance, and IT systems
- Evaluate, recommend, and implement practices, systems, and tools to enhance organizational procedures and operations
- Provide program and development support as needed; assist with event planning and implementation
- Design, maintain, and troubleshoot as needed, employee time tracking system
- Collaborate with staff to develop data collection tools and procedures; create and maintain relevant spreadsheets
- Onboard new staff to orient them to relevant operations and systems
- Conduct trainings on the use of IT platforms, systems, and equipment
- Maintain and update office manuals for administrative, fiscal, and operations procedures

Bookkeeping and Finance

- With support from contract bookkeeper, post all revenues and expenses into Xero
- Prepare deposits for the bank and make regular deposits
- Maintain accurate and complete financial records
- Manage accounts payable and receivable including the use of software to pay invoices, with the review of the Executive Director
- Assist in the development and monitoring of operational budget
- Review and maintain records of staff use of organizational bank cards, including ensuring all receipts are submitted
- Administer and pay staff requests for reimbursements

Administration

- Receive and respond to phone calls and general emails
- Monitor stock and purchase office supplies
- Maintain office equipment
- Manage incoming mail
- Provide IT support for staff
- Collaborate with communications staff to keep organization's website up-to-date

General

- Participate in weekly staff meetings, trainings, and other staff activities
- Support staff in promoting a positive organizational climate that fosters employee well-being

Systems We Currently Use

- Finance: Xero, Bill.com
- Time Tracking and Payroll: TSheets and Gusto
- CRM: Salesforce with NPSP and Apsara
- Productivity: Google Workspace, Asana, Calendly, Microsoft Office
- Communications: MailChimp, WordPress

Qualifications

- 2+ years of relevant professional operations, administrative, and finance/bookkeeping experience
- Excellent working knowledge of professional bookkeeping practices
- Excellent working knowledge of Google Workspace and Microsoft Office with technology fluency and capacity to master new platforms and systems and train others in their use
- Ability to manage multiple projects and deadlines to ensure smooth and efficient operations of the organization; willingness to think creatively to overcome project challenges
- Ability to work with a high degree of accuracy and attention to detail
- Highly collaborative work style with outstanding interpersonal and communication skills, sound judgment, and professionalism
- Emotional maturity and ability to make good judgments about when to seek guidance
- Ability to take initiative and be proactive
- Willingness to participate in regular anti-racism training and the development of a racial justice-focused workplace
- Patience, enthusiasm, and a positive attitude
- Enthusiasm for the mission, goals, and purposes of the organization
- Ability to meet physical requirements of the position, from sitting or standing at a desk for long periods to safely lifting 30 pounds

Grow Food Northampton is an equal opportunity provider and employer. People of all races, colors, religions, sexual orientations, gender identities, national origins, and ability, are encouraged to apply. We embrace diversity and equal opportunity and are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.