



Operations Manager

About Sista Afya Community Care

Sista Afya Community Care is the non-profit arm of the social enterprise Sista Afya Community Mental Wellness. Sista Afya Community Care provides free individual therapy, community care, and professional development to Black women in the Chicagoland area. The mission of Sista Afya Community Care is to build sustainable mental wellness communities by providing affordable and culturally-centered community mental wellness care and education. To date, we've served over 1000 Black women in Chicago and throughout the U.S.

Position Summary:

Sista Afya Community Care is seeking a passionate and dedicated Operations Manager who is responsible for overseeing the day-to-day operational functions of the organization, ensuring smooth and efficient operations.

Responsibilities

1. Operational Planning and Management:

- Develop and implement operational plans, policies, and procedures to streamline processes and improve efficiency.
- Coordinate and oversee various operational activities, including facilities management, procurement, logistics, and administrative tasks.
- Identify and resolve operational issues, bottlenecks, or challenges in a timely manner.

2. Budget and Financial Management:

- Assist in the preparation and management of operational budgets.
- Monitor and control operational expenses, ensuring adherence to budget allocations.
- Identify cost-saving opportunities and implement measures to optimize resource utilization.

3. Human Resources and Payroll:

- Oversee the payroll process, ensuring accurate and timely payment of staff salaries and wages.
- Manage the onboarding process for new hires, including paperwork, orientation, and training coordination.
- Maintain up-to-date personnel records and ensure compliance with labor laws and regulations.

4. Reporting and Documentation:



Operations Manager

- Prepare and present regular operational reports, analyses, and recommendations to senior management.
- Maintain accurate and up-to-date records of operational activities, procedures, and documentation.

Qualifications

- Bachelor's degree in Business Administration, Operations Management, Human Resources or a related field (or equivalent work experience)
- Minimum of 3 years of experience in operations management, preferably in a non-profit setting.
- Strong organizational, problem-solving, and decision-making skills.
- Excellent communication and interpersonal abilities. Proficiency in project management methodologies and tools.
- Familiarity with budgeting, financial management, and cost control techniques.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite, Google Workspace, Payroll Processing Software, Quickbooks or similar productivity software

Benefits of joining our team:

- Professional Development Stipend & Training.
- 5 PTO Days, 5 sick days per year
- Create your own flexible schedule to work and schedule program events.
- Workplace Retreats and Staff Appreciation Events.
- Option to use office space.
- Opportunity to work with and serve women of color.

Location: 50 % Remote; 50% In-person - Applicant Must reside in Chicago or the surrounding suburbs to be eligible for this position.

Part-Time Position: 10 - 15 hours per week | Hourly \$34 - \$36/hour

Application instructions:

Please submit your resume, a cover letter, and three professional references to communitycare@sistaafya.com. At the bottom of your resume include 3 professional references with their name, position, email address, and phone number.



Operations Manager

In your cover letter, please address your experience and passion for operations and fiscal management. Applications will be accepted until **August 19, 2024.**

We will only contact candidates for interviews. No phone calls or follow-up emails, please. Please email cover letters and resumes to Camesha Jones at: communitycare@sistaafya.com

Anticipated Start Date: September 16, 2024