



Senior Manager of Operations

Job Description

Center for Neighborhood Technology (CNT) seeks to hire a full-time Senior Manager of Operations to maintain and improve upon financial, HR, and operations activities at the organization. This position will report to the Chief Operations Officer. CNT adheres to a flexible hybrid model; the Senior Manager of Operations will be required to work several days per week at our office in downtown Chicago and may choose to work from home at other times.

Role and Responsibilities

Specific responsibilities will include:

- Finance:
 - Prepare and send invoices and calculate restricted grant revenue serviced based on hours and expenses logged throughout the month.
 - Support Chief Operating Officer (COO) in preparation of monthly financial records, including their presentation for program staff so they can monitor project-level budgets.
 - Allocate personnel costs to active projects and help COO conduct quarterly capacity projections.
 - Prepare financial grant reports and assist in creation of project budgets in coordination with the COO and program team staff.
 - Review and pay invoices, collect vendor information, and document financial activities according to CNT's policies and procedures.
 - Work in coordination with COO and program staff to complete annual budget and audit.
 - Update and reconcile financial information in CNT's customer relationship software (CRM).
- Human Resources:
 - Administer payroll and payment of benefits invoices and prepares personnel data to be logged by the bookkeeper in CNT's financial records.
 - Coordinate annual open enrollment process and act as a liaison between staff and CNT's benefits broker.
 - Collect and file employee paperwork as needed and monitor state and federal registrations due on an annual basis.
 - Draft and modify job descriptions and support COO during staff's biannual evaluations.
- General Operations
 - Act as office manager for CNT's team of 12 staff, including stocking supplies, supporting all-staff meetings, and leading regular staff activities and celebrations.
 - In coordination with the development department, provide general oversight and develop common processes for CNT's CRM.
 - Act as a liaison between staff and CNT's IT provider, and ensure all staff have the technology needed to fulfill their job duties.

Qualifications and Skills

An Ideal candidate will demonstrate the following:

- Bachelor's degree required.
- 5+ years of experience in project management and operations work.
- A desire and openness to learning new skills across the operations spectrum.
- Excellent communication and time management skills, and exceptional follow through.
- An appreciation for standardizing processes and policies and attention to details.
- Strong collaboration skills that will enable working with multiple staff members on varied tasks; demonstrated reliability, and attention to detail.
- A commitment to CNT's mission and vision, and to supporting CNT staff and partners.

Organization Description

Founded in 1978, Center for Neighborhood Technology has worked with community partners in the Chicagoland area and beyond for over 45 years to achieve data-driven solutions. Currently the organization has one part-time and 13 full-time members of staff.

Mission

Center for Neighborhood Technology delivers innovative analysis and solutions that support community-based organizations and local governments to create neighborhoods that are equitable, sustainable, and resilient.

Vision

CNT is committed to improving cities' economic and environmental sustainability, resilience, and quality of life. We work to help all people access:

- Shared prosperity through improving economic and job opportunities and reducing the cost of living.
- Livable, connected, and equitable neighborhoods with better choices in transportation, energy, water, and other basic needs.
- Resilient communities in the face of the changing climate and economy.
- Innovative infrastructure that is efficient, cost-effective, environmentally friendly and, whenever possible, at a community scale.

Compensation and Benefits

The salary range for this position is \$83,500-\$90,000. CNT offers health insurance, dental, and vision insurance to all full-time employees, as well as an annual professional development allotment. CNT employees work a 36-hour work week and have 14 paid holidays, 18 days of vacation, and 10 days of personal leave each year.

To Apply

Please submit a resume and cover letter to Lucy Geglio, Chief Operating Officer, via an email to lgeglio@cnt.org with the subject line "Application-Senior Manager of Operations." CNT plans to keep this position posted until March 10, at which time we will review submissions and reach out to applicants about next steps.