



## **Job Description Operations Manager**

Foundation Communities (FC) owns and operates two Community Financial Centers (CFCs) in Austin, Texas. At each CFC, community members and FC residents can access free tax services, health insurance enrollment and navigation, college support services, financial coaching, and savings programs. The Operations Manager will have two primary responsibilities: 1) Ensuring that all the building operations run smoothly; and 2) Providing client navigation at both CFCs. This position will report to the Director of Financial Programs.

### **Responsibilities include but are not limited to:**

#### Building Operations

- Ensure the buildings and grounds are well maintained for clients, volunteers, and staff
- Monitor and maintain the physical operations, appearance, and cleanliness of the buildings and grounds
- Oversee and maintain supply and equipment inventory for building and program needs
- Maintain and manage inventory of furnishings, equipment, and storage areas
- Monitor and maintain all building signage
- Coordinate and schedule building moves and upgrades for minimal disruptions to programs
- Coordinate with staff and contractors to resolve maintenance and equipment issues
- Monitor building compliance with safety and fire codes
- Code and process invoices
- Other duties as assigned

#### Client Navigation

We rely on a team of client navigators who:

- Greet each client as they arrive and ensure every client who calls or walks in to the CFC is able to easily access the service he or she is seeking.
- Connect clients with other CFC services and ensure strong referrals to and from partner organizations.

The Operations Manager will fill navigator shifts each week and work to:

- Manage the appointment scheduling system to make sure clients schedule and show up for their appointments
- Manage the CFC phone line, including making sure voicemail is checked daily, phone calls are returned promptly, and messages are forwarded to other FC staff as necessary
- Collaborate with CFC staff to facilitate and track internal referrals between financial programs
- Ensure client follow-up is conducted as needed for each program
- Pull data from the client database to identify client trends and opportunities to expand service delivery

A navigator is on duty at each CFC during all hours the building is open to the public, including daytime, evening, and weekend hours.

**Compensation:** This is a full-time hourly (40 hours per week) position with benefits. The position pays up to \$18/hour depending on qualifications.

**Location:** This position is located at the Community Financial Center-South (2600 W. Stassney Lane) and Community Financial Center-North (5900 Airport Blvd). The Operations Manager will be required to work at each CFC at least 2 days per week.