



OPERATIONS MANAGER

Job Summary:

The Operations Manager manages the agency’s volunteer program and administrative volunteer staff, oversees the agency’s daily office operations (including maintaining databases, coordinating acknowledgement of donations, maintaining office equipment and systems, and working with vendors), supervises the volunteer recruitment and onboarding, provides program and fundraising support, and performs varied advanced administrative work as required.

Job Impact:

Providing outstanding, sensitive care to Tucson’s HIV/AIDS community is the core of TIHAN’s existence. TIHAN’s Operations Manager will ensure that volunteers are oriented and efficiently and appropriately placed to best benefit the agency and the volunteer. The Operations Manager ensures the smooth and professional operation of the agency’s administrative support functions to maximize the effectiveness of TIHAN’s programs and services.

Duties and Responsibilities:

- Oversees office equipment, computer network, and office operations
- Manages recruitment and orientation of volunteers and coordinates with agency staff to effectively and quickly place volunteers into appropriate positions
- Trains and directly supervises volunteers assigned to support administrative functions
- Maintains organizational databases and files
- Assists in the production of letters, newsletters, reports and other documents
- Oversees the agency’s volunteer recruitment, orientation, and support functions as needed
- Assists with fundraising projects and events, as well as program support as needed
- Other duties as required/assigned

Qualifications:

- Substantial experience in office management procedures
- Minimum one year of experience managing volunteer programs
- Excellent organization, communication, and supervisory skills
- Strong computer skills, including Microsoft Office proficiency and experience with database programs
- Knowledge of HIV-related issues, interfaith and multi-cultural issues
- Detail-oriented and have the capacity to plan and follow-through with large projects
- Bilingual (preferred)

Reports to	Executive Director
Work Schedule	Full-time, flexible schedule, some evenings and weekends required
FLSA Status	Non-Exempt

Employment application available at <http://www.tihan.org>. Qualified applicants should complete the application and submit it along with a cover letter and resume to scott@tihan.org. No phone calls, please.