



CREATING A YOUTH
CULTURE BASED
ON THE LOVE OF
JESUS CHRIST

Operations Manager

Organization Description:

Refuge Youth Network (Refuge) is a Christian non-profit organization located in Altoona, PA. Our mission is to create a youth culture based on the love of Jesus Christ. Refuge serves the youth of our community by providing Spiritual Direction and Social Support to teenagers (7th-12th grade) across our 3 youth campuses, after-school and summer programming, and evening activities around Blair County. We are focused on outreach to youth that may not have any understanding of Christian Faith and often come from disadvantaged backgrounds.

Job Description:

Reporting to the Executive Director, the Operations Manager will have strategic and operational responsibility for Refuge organization and staff. They will provide strategic planning process and initiatives. In addition, provide coordination for the Refuge staff and management team; serve as liaison to Refuge's partners; and work with Refuge's Board of Directors to keep them well-informed of programmatic strategies and challenges.

The Operations Manager will partner with the Executive Director and her/his peers and will be responsible for developing, implementing, and managing the operational aspects of the annual budget.

Responsibilities:

- Prepare and submit an annual operational budget to the Executive Director and Board of Directors for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of Refuge's program/services through sound fiscal management. Provide programmatic leadership and input for all strategic planning processes with the Executive Director.
- Identify opportunities for Refuge's to leverage cross-program strengths to take advantage of new opportunities for expansion and/or to address organizational challenges.
- Ensure the continued financial viability of Refuge's operational units through sound fiscal management.
- Contribute to the development of Refuge's strategic goals and objectives as well as the overall management of the organization.
- Continue management of non-profit government compliance including but not limited to: volunteer clearances and background checks, state and federal paperwork filing, and new hire paperwork.
- Maintain continuous lines of communication, keeping the Executive Director and Board of Directors informed of all critical issues.
- Manage and cultivate existing relationships with funders to secure and expand recurring revenue streams.
- Share responsibilities with the Executive Director to publicly represent Refuge Youth Network with the media and external constituency groups including community, governmental, and private organizations and build excitement for Refuge Youth Network's mission.
- In Partnership with the Executive Director, identify and cultivate potential partnerships with organizations, churches, and businesses.
- Develop a system for tracking and reporting on the progress of the strategic plan implementation.

- In Partnership with the Executive Director, senior management team, and Board of Directors, plan growth model for 5 year vision.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results.
- Develop and manage internship programs in partnership with organizations (i.e. CareerLink) and colleges in the regional area.
- Lead, coach, develop, and retain Refuge's high-performance management team with an emphasis on developing capacity in strategic analysis and planning.
- Handle financials including payroll (in conjunction with payroll company), purchase receipts, monthly reconciliation, monthly workers benefits, and annual 990 (in conjunction with tax preparation)
- Perform other duties as requested

Direct Supervisor:

Refuge Youth Network
Executive Director

Hours:

20-25 hours weekly. Monday through Thursday 9 am – 3 pm

Compensation:

\$20,000 - \$25,000 salary with annual performance reviews and goal tracking.

Requirements

Excellent written and oral communication skills, and ability to communicate effectively

Strong interpersonal and collaboration skills

Very detail-oriented

Ability to work with urgent deadlines and re-prioritize work when needed

Results driven, energetic, resourceful, and hands-on individual with a strong urge to work with people from multiple communities

Not afraid to wear multiple hats - no job being too small or too large

We're casual and informal but we work hard and work responsibly.

High degree of organizational skill and problem-solving ability; especially as it relates to calling on resources outside the organization

Desire to learn and grow professionally.

General computer skills including MS Office

Has desire to build relationships in community and meet people

Possess ability to motivate staff

Have knowledge and experience in fund raising techniques

Background in QuickBooks, and Customer Relationship Management Software is beneficial but not required.

Please contact Micah Marshall, Executive Director at micah@refugeyouthnetwork.org.

Please attach a cover letter and resume to your correspondence.

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