

Job Title: Operations Manager

Location: Remote (U.S.-based); preference for candidates in the Washington DC area

Job Type: PT 30 hours/week, Exempt

Reports To: CEO

Salary: \$48,750 - \$67,500 annually for 30 hours per week of work

Benefits: IRA contribution and paid-time-off policy

About PACE:

PACE (Philanthropy for Active Civic Engagement) is a member-centric philanthropic laboratory for funders seeking to maximize their impact on democracy and civic life in the United States. We harness the collective power of funders to strengthen civic life by fostering learning, experimentation, and collaboration. Through bold innovation and shared knowledge, we empower funders to move from passive support to active leadership in sustaining and evolving American democracy.

Position Summary

The Operations Manager ensures smooth operations, provides executive and member support, and drives organizational compliance and efficiency. The Operations Manager offers administrative and financial support to the CEO and manages the human resources, operations, and compliance functions for the organization more broadly. In addition, the role supports sound financial management practices (in partnership with an external accountant), the collection of membership dues, member tracking and record management, and event planning and logistics. The ideal candidate is organized, detail-oriented, collaborative, flexible, and proactive in improving systems and processes to enhance operational effectiveness.

Key Responsibilities

Budget & Financial Management (15%)

- **Bill Payments:** Ensure timely payment of organizational bills, including by uploading invoices, supporting contract renewals, and processing payments
- **Financial Reconciliation:** Assist accountant with monthly reconciliation and maintain accurate records of receipts and payments
- **Budget Formulation & Tracking:** Collaborate with leadership to develop and update annual and project budgets
- **Dues Collection & Invoicing:** Implement and manage efficient systems for collecting membership dues, generating invoices, and tracking payments

Operations & Compliance (35%)

- **Audit Support & Compliance:** Support annual financial audits and reviews, ensure compliance with relevant financial regulations, and maintain internal controls
- **Registration & Taxes:** Maintain organizational nonprofit registration status, ensure compliance with all regulatory and tax requirements, and assist with preparation of taxes
- **Systems & Process Improvement:** Identify opportunities to streamline operational processes, implement technology solutions, and enhance organizational efficiency
- **Operational Oversight:** Oversee key operational functions, such as IT, and maintain inventory of equipment, supplies, vendors, and subscriptions
- **Vendor Management:** Serve as the primary liaison with vendors and contractors

Member Support & Event Logistics (20%)

- **Member Data Management:** Working with the Director, Member Engagement & Network Development (MEND), maintain accurate and up-to-date member records, including by managing member systems, listservs, and databases
- **Customer Service:** Respond to membership inquiries promptly and professionally
- **Event Logistics:** Manage administrative functions for events including in-person event contracts and registration, virtual event administration and registration, and creating simple event resource lists or one-pagers in collaboration with the Director, MEND

Human Resources & Staff Support (20%)

- **Onboarding & Offboarding:** Manage the onboarding process for new employees, including paperwork, orientation, and training; coordinate the offboarding process for departing employees
- **Benefits Administration:** Administer employee benefits programs, including health insurance, retirement plans, and other benefits; assist employees with benefits enrollment and questions; liaise with benefit providers and brokers
- **Staff Policies & Performance:** Maintain and update staff handbooks, develop and implement personnel policies, and manage performance evaluation processes

Executive & Administrative Support (10%)

- **CEO Support:** Provide administrative support to the CEO, as requested, including coordinating meetings and arranging travel
- **Organizational Support:** Schedule organization-wide meetings, prepare meeting agendas, take minutes, distribute meeting materials, and track action items
- **Report & Presentation Preparation:** Assist the CEO in preparing reports, presentations, and other documents; gather data, conduct research, and format materials, as requested
- **Board Support:** Provide administrative support for Board meetings such as scheduling meetings, preparing and formatting Board materials, and maintaining Board records

Qualifications & Experience

Required:

- **Experience:** 5+ years in operations, finance, and HR in a nonprofit
- **Budget & Financial Management:** Experience with invoicing, budget formulation and tracking, and financial reconciliation
- **Operations & Compliance:** Experience leading operations and compliance functions within a nonprofit, including supporting audits, managing vendors, and ensuring regulatory compliance
- **Member Support & Event Logistics:** Track record of providing excellent customer service, managing accurate records and databases, and executing smooth events
- **Human Resources & Staff Support:** Familiarity with onboarding and offboarding of employees, benefits administration, and performance management
- **Executive & Administrative Support:** Proven ability to manage schedules, coordinate meetings, and handle sensitive communications

In addition, the ideal candidate will have:

- Strong attention to detail and ability to multi-task
- Excellent written and verbal communication skills
- Ability to anticipate challenges and proactively implement solutions

- Experience in nonprofit or philanthropic organizations
- Familiarity with HR software, accounting systems, and workflow tools

Why Join Us?

- Work at the intersection of philanthropy and democracy.
- Engage with a dynamic network committed to strengthening democracy and civic life at a pivotal moment in American history.
- Shape and strengthen a growing philanthropic community.
- Be part of a collaborative, innovative, and flexible team.

To Apply:

Please submit your resume and respond to the questions in [this form](#). Applications will be reviewed on a rolling basis until the position is filled. Ideal start date in early August 2025.