



## Operations Manager JOB DESCRIPTION

**Job title:** Operations Manager  
**Supervisor:** Executive Director  
**Location:** Philadelphia, PA or remote  
**Travel Requirements:** Limited

### **About Impact**

Indian American Impact ("Impact") is a national organization that elevates the voices of Indian Americans, South Asians, and all historically excluded communities to ensure that every level of government reflects the diversity and values of the people it serves. We envision an inclusive, multi-racial democracy where the Indian American, South Asian, and all historically excluded communities are represented, empowered, and engaged in the pursuit of equity and justice in America.

### **Position Summary:**

Both a tactical and strategic leader, the Operations Manager will work cross-functionally to translate Impact's strategic priorities and goals into actionable plans that drive impact and yield results. Reporting directly to the Executive Director (ED), the Operations Manager will develop and oversee processes related to budget and expenses administration, human resources support, and project management.

### **Duties and Responsibilities:**

#### ***Budget & Expenses Administration***

- Maintain Impact's cashflow and budget projection spreadsheets
- Record, track, and process Impact's expenses, working with compliance team and department heads to ensure projections are accurate and up-to-date
- Ensure all invoices, requests, and other relevant documents are organized and saved in an appropriate manner, verifying accuracy of expense requests before payment is approved
- Coordinate logistical needs for events and day-to-day expenses for staff and office or event operations
- Oversee Impact's timekeeping and cost-sharing processes and documentation

#### ***Human Resources support***

- Work with Impact's leadership and compliance team to ensure that employees are effectively offboarded and onboarded
- Work with Executive Director to maintain employee handbook, EEO, and other HR documents
- Work with Impact's compliance team and payroll processor to ensure that payroll is approved and sent out in a timely manner
- Obtain W9s and other relevant documents from vendors when appropriate



- With input from the leadership team, support with creating Impact's talent recruitment and benefits strategies

### ***Project Management and Annual Planning***

- Collaborate with leadership team to drive a timely, inclusive process for annual and multi-year planning that translates vision into clear, actionable goals and plans
- Assess key organizational priorities and initiatives to identify clear project milestones and phases, validate resource requirements, and clearly delineate roles and responsibilities across teams
- Manage Impact's project management platform on Airtable; create and standardize processes and workflows to ensure consistent review and approval of project planning, implementation, and reporting so that work is neither overlooked nor duplicated
- Continuously gather feedback on systems and processes to identify areas of improvement
- Work with ED and Development Director to produce annual reports
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### **Ideal Qualifications:**

The Finance and Operations Manager will be a highly organized professional with at least 3-5 years of experience in a role providing administrative and operational support and leadership. Other desired attributes, competencies, and skills include:

- Dedication and passion about building political power in underrepresented communities
- Demonstrated commitment in the workplace within previous positions and organizations that reflect a desire and dedication to a strong work-ethic, performance and success
- Strong project management skills overseeing complex, multifaceted projects resulting in measurable successes
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- Excellent writing and communication skills with attention to detail in composing and proofing materials, establishing priorities, and meeting deadlines
- Excellent analytical skills; ability to quickly and independently aggregate and analyze information
- A desire to grow as a professional through this experience with a collaborative and positive attitude
- Proficiency with Google sheets, Excel, Airtable, and other relevant software

### **Culture and Compensation:**

At Impact, we believe that one of the best ways to invest in our mission is to invest in our team. We offer competitive salaries and a benefits package that includes full



healthcare and dental coverage, 401(k) with employer match, three weeks paid time off plus national holidays, 12 weeks paid family leave, and a professional development stipend. The Operations Manager will be employed as a full-time position with a salary range of \$65,000 - \$80,000.

**How to Apply:**

To apply, please complete the form at [www.iaimpact.org/jobs](http://www.iaimpact.org/jobs) and include a resume and cover letter. For questions about the position, please contact Sarah Shah at [sarah@iaimpact.org](mailto:sarah@iaimpact.org). We will review applications on a rolling basis until filled.

*Impact is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, disability, race, age, national origin, color, creed, sexual orientation, sex (including marital and parental status), gender identity and expression, religion, economic status, ethnic identity, or veteran's status.*