



*justice, hope & safety*

**Job Announcement  
Operations Manager  
December 2024**

**The Political Asylum/Immigration Representation Project** is the leading provider of *pro bono* representation to low-income asylum-seekers and immigrants unjustly detained in Massachusetts.

Job Title: Operations Manager

Reports To: Executive Director

Position Status: Full-Time Managerial Position, Exempt

**Position Description**

As a contributing member of PAIR's Leadership team, the Operations Manager is critical to ensuring streamlined processes, systems, and operations for staff, fiscal management, human resources, accounting and office management. The Operations Manager will handle sensitive, confidential information and be involved in high-level decision-making at PAIR. The position is a hybrid work model of both remote work as well as work in the office (2 days/week), which includes on-site at partnering stakeholder's place of business (such a community partner or vendor site) when necessary.

Accounting/Finance

- Manage income/expense processing at PAIR and record information in accounting software and other platforms
- Manage PAIR bill pay, generate financial reports, and documentation for vendors
- Manage reconciliation of all income and expenses across PAIR's financial accounts
- Manage, review, and issue employee reimbursement requests
- Track funds expended for specific budget items/projects
- Manage time card system; Review employee time cards and submit bi-weekly payroll; Track all paid time off for employees and make updates to payroll
- Work with Executive Director to prepare annual audit and financial review documentation with CPA and manage post-audit book-keeping adjustments
- Generate budget, donor, or program reports as needed from QuickBooks or Salesforce
- Support the Development Director with grant invoicing and financial requests from funders and donors

### Human Resources

- Manage recruitment and hiring process for staff and intern positions
- Manage employee new hire orientation, including new hire paperwork, I-9 compliance, benefits enrollments and onboarding checklist completion
- Manage employee offboarding, including relevant paperwork
- Enter and maintain employee information electronically, including submitting updates as needed and annually
- Manage equipment, email, and organizational accounts for all employees

### Office Management

- Work with Executive Director to manage employee and Board communications
- Attend Board meetings and other confidential meetings and maintain notes/manage follow up
- Support program managers, including updating them on office policies and other communication
- Manage and maintain vendor relationships, including IT and cybersecurity support
- Manage file keeping for contracts and organizational documents
- Manage and direct procurement protocols for all equipment and supplies
- Manage maintenance and upkeep of office equipment
- Manage troubleshooting of office equipment, office systems, and staff questions
- Manage spaces for clients, staff and guests and promote a welcoming environment
- Manage and update shared office calendar and send reminder notifications
- Research and manage the implementation of new systems and processes, as needed

### Organizational compliance

- Work with Executive Director on compliance (malpractice, property, benefits renewals, policy review, state and federal filings)
- Lead organizational insurance plan administration such as Workers' Compensation, General Liability, Unemployment, etc., including completing annual questionnaires, audit, and renewals
- Work with Executive Director and HR to review and update office policies and benefits sheet
- Annually apply for certification of good standing, SAM system verification, and Secretary of State report
- Maintain and update Guidestar or equivalent funder portal profile with the Development Director
- Supervise and mentor Administrative Associate
- Manage in-office schedule, ensuring coverage of the front desk, cover desk as needed
- Work with staff members, budgets, and procedures to ensure the implementation and success of programs

### Other Support

- Assist in preparing PAIR's annual reports and other PAIR informational material
- Assist the Executive Director and Development Director with special events and donor outreach
- Assist PAIR leadership team as needed
- Performing other duties as needed, including duties as part of PAIR's overall staff or as identified by the Executive Director or Board of Directors

## **Qualifications**

Bachelor's Degree

At least three-five years of experience in Operations Management, specifically experience managing workplace issues, programs, and policies relating to full-time exempt and non-exempt employees

Massachusetts residency required

Experience working in an Accounting, Finance, Operations, Human Resources, Office Management, Administration, and/or a related field

High level of organization and attention to detail

Strong commitment to data integrity, understanding of accuracy in finances, and financial health and good standing

Excellent communication skills, including strong supervisory skills and responsiveness

Demonstrated ability to handle a high level of confidential and sensitive information with discretion

Excellent judgment, proactive decision-making skills, ability to prioritize tasks, and solutions-focused

Proficiency with computers and cloud-based systems (Google Suite, Microsoft 360, Salesforce, Quickbooks)

Ability to troubleshoot basic technology issues

Passion for our mission of supporting and empowering refugees and immigrants

Cultural sensitivity and ability to relate well and effectively in a diverse workplace with a diverse client population is required

Ability to establish and maintain a positive and professional relationship with co-workers, clients, and community service providers

**Salary range is from \$70,000 - \$75,000.**

## **Hours:**

40 hours per week, hybrid schedule

## **Benefits:**

PAIR offers generous benefits including health insurance (100% premium covered), dental and vision insurance (50% premium covered), 20 days paid PTO, 10 sick days, 13 paid holidays, summer half day Fridays, 403(b), short & long term disability, Paid Family/Medical Leave through MA DFML, professional development, Employee Assistance Program (EAP), and group life insurance.

PAIR is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in both its staff and work. We encourage all people to apply, including Black, Indigenous, and People of Color (BIPOC), immigrants, people of all gender identities, and LGBTQ+ candidates. Nominations or applications, including a cover letter, resume, and 3 references, should be sent to [career@pairproject.org](mailto:career@pairproject.org).

Please no inquiries or phone calls. Applications will be accepted on a rolling basis until the position is filled, and applicants selected for interviews will be duly notified.