

Operations Manager

Position Summary

If you are ready to work for an organization with an expansive vision and the power to improve people's lives in Charlotte, then [Sustain Charlotte](#) invites you to join our team. At Sustain Charlotte, we believe that people, storytelling, and advocacy have the power to create lasting and necessary change.

We seek an operations manager who is crucial in overseeing the organization's daily operations. They are responsible for ensuring that processes run smoothly, resources are utilized efficiently, and objectives are met effectively. This position requires strong leadership skills, strategic thinking, and the ability to manage diverse teams and projects. Candidates with demonstrated operations expertise combined with a passion for our community's equity, environment, and economy are encouraged to apply.

About Sustain Charlotte

Sustain Charlotte is a forward-thinking, dynamic, and highly impactful small nonprofit in Charlotte with a current team of nine employees. Through education, community engagement, and advocacy, we inspire choices that lead to a healthy, equitable, and vibrant community for generations to come. While we are a go-to source of local sustainability information and best practices through events such as our annual Sustain Charlotte Awards, we focus on advocating for smart growth and transportation choices. We make the Charlotte region better for all who live here. Advancing racial equity through our work is a top priority for us.

Key Responsibilities

Administration

- Works with the Executive Director to oversee the implementation of Sustain Charlotte's annual plan, schedule bi-annual reviews, and ensure the organization meets its goals.
- Provides regular support to the Board and Executive Director by helping to schedule board and committee meetings, preparing agendas, taking minutes, and issuing summary emails.
- Manages nonprofit compliance issues, including annual charitable solicitation license, insurance, audit, 990 tax return, board member conflict of interest forms, and other compliance-related tasks.

Human Resources + Culture Building

- Manages the human resource function for Sustain Charlotte's hiring process and training of new employees.
- Maintains staff records and supports the Executive Director in bi-annual staff reviews, annual goal setting, organizing team-building activities, and coordination of professional development.
- Fosters a positive staff culture that supports the organization's values, goals, and one another.

Office Management/Technology

- Oversees all office-related facility maintenance.
- Ensures Sustain Charlotte's technology systems (e-mail, site hosting, databases, etc.) are in good working order.
- Ensures office supplies are well stocked.

Financial Management

- Assist with all payroll processing activities and ensure compliance with relevant laws and regulations.
- Responsible for recording financial transactions, reconciling accounts, and producing financial reports for the board of directors.
- Provides quarterly financial and cash flow analysis in partnership with the Executive Director, assessing forward progress against the annual budget.

- Lead the annual budgeting process by collaborating with department heads to develop budgetary projections, analyze variances, and provide recommendations to ensure alignment with organizational goals and objectives.

Team Communication

- Coordinates weekly staff meetings and works with team members to identify topics for discussion.
- Facilitates staff communication through weekly/regular updates.
- Introduces innovative ideas for improving team communication.

Other Responsibilities

- Act as a representative of Sustain Charlotte at meetings, events, and tabling opportunities.
- Perform other essential functions as assigned.

Qualifications

- At least three years of direct experience managing operations, preferably in non-profits.
- Proven experience in bookkeeping or similar roles and proficiency in accounting software, such as QuickBooks, Xero, or similar platforms.
- Excellent attention to detail and accuracy in data entry and financial record-keeping.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Strategic thinking abilities with the capacity to analyze data, identify patterns, and provide actionable insights to support strategic decision-making.
- Excellent oral and written communication skills.

Compensation

- The salary is commensurate with experience in the Charlotte region.
- Performance-based incentives available annually
- This is a 40-hour/week contract-to-hire position after an initial three-month contract period, and if both parties agree, full-time employment will be offered with the following benefits:
 - 50% medical insurance paid, vision and dental plans are also available
 - 3% Simple IRA company matching contribution
 - PTO beginning at three weeks per year
 - 11 paid office holidays
 - Reimbursement for employees who commute to the office by bike, scooter, or transit
- Our flexible schedule allows staff to work from home and at our office at 1100 S. Mint Street, Charlotte, NC. This position requires working from the office at least two days per week.

To Apply

Submit a cover letter and resume to job@sustaincharlotte.org; indicate "Operations Manager" in the subject line. No phone calls, please.

Sustain Charlotte prioritizes diversity and inclusion. Women, non-cis gendered people, people of color, and individuals from underrepresented communities are strongly encouraged to apply. Sustain Charlotte welcomes applicants to share anything about their life experience that has prepared them for the position they are applying for.

Employment at Sustain Charlotte is based upon individual qualifications without regard to race, color, gender, sexual orientation, religion, creed, age, national origin, physical or mental disability, marital, or veteran status, political ideology, gender identity, genetic information, or any other legally protected status. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social/recreational programs.