



### **City Kids Wilderness Project**

**Position:** Full-Time HR & Operations Manager

**Location:** Washington, DC

**Summer Travel:** Jackson Hole, WY (limited)

**Compensation:** \$45,000 - \$55,000

**Company Description:** City Kids Wilderness Project is a nonprofit organization founded (1996) on the belief that providing enriching life experiences for DC youth can enhance their lives, the lives of their families, and the greater community. We strive to provide extraordinary wilderness and community-based experiences that will inspire worthy young people of Washington, DC to dream, see beyond their current circumstances, and ultimately succeed in building a healthy, happy, and productive life. Our goals include that our youth graduate from high school or earn their GED, that they enroll in a postsecondary education program or obtain a job, and that they are involved and connected members of their community. Programs take place throughout the year in and around Washington, D.C. and during the summer at our ranch in Jackson, WY.

**Position Summary:** City Kids Wilderness Project seeks a hands-on, systems-thinking, community-minded administrator to serve as its HR & Operations Manager. This role will develop and carry out processes for human resource and operations functions, including employee and volunteer onboarding and exit, HR compliance and personnel policies, employee benefits, and time-tracking, facilities management, technology infrastructure, vehicle compliance, and other areas to support the efficient operation of departments and programs.

This role will support the Director of Administration in the development and distribution of policy and procedure materials and other employee resources, and play a key role in creating efficiencies in human resource and operational systems. As the role matures, there is an opportunity for increased involvement in projects to assess and enhance organizational health and culture. This is an opportunity for an entrepreneurial and highly organized individual to strengthen the internal capacity of a well-respected, high-impact organization.

### **Key Responsibilities:**

#### **Human Resources Management**

- *HR Systems and Software:* Update and maintain digital and paper-based talent management systems, as well as prepare research and recommendations on systems and software to enhance organizational capacity, efficiency, and the employee experience.
- *Employee Support:* Monitor and provide support to staff related to timekeeping, clearances, benefits enrollment, performance appraisal, and personnel policies and procedures.

- *Employee Onboarding*: Implement the employee onboarding process for new and returning staff in a way that is clear, 'customer'-friendly, compliant, and thorough.
- *Volunteer Management*: Work closely with the Program Director to recruit and onboard volunteers, communicate paperwork to volunteers and provide assistance as volunteers complete the background check and clearance process.
- *Staff Training*: Develop training materials to convey organizational policies and practices to new and returning staff. Be involved in planning and assisting with training for year-round and seasonal employees in Washington, DC and in Jackson, WY. Assist organizational leadership in maintaining and documenting a comprehensive staff-wide training program.
- *Performance Appraisal*: Shepard employees through the seasonal performance appraisal process by conveying timelines, sending reminders, and collecting signed documents for the personnel file.
- *Time-tracking*: Ensure accurate and timely completion of employee timesheets and design an effective system for tracking employee time and allocations.
- *HR Compliance*: Support Director of Administration in ensuring compliance with all local, state, federal requirements (including OSHA, Fair Labor, FMLA and Parental Leave and other employment regulations). As well as ensure adherence to grant requirements, and internal policies, procedures and practices.
- *Policy Implementation & Updates*: Ensure personnel handbook and other HR policies and practices are clearly communicated to employees and records of receipt are maintained. Make recommendations for personnel policy and administrative and operations procedure improvements.

### **Organizational Health**

- *Organizational Culture*: Play a role in generating a healthy culture by planning internal team retreats, team-building and appreciation activities, planning wellness activities or linking to wellness resources.
- *Assessment*: Support the Administrative Director in gathering, analyzing, and responding to employee survey and retention data, and other pathways for staff feedback.
- *Diversity, Equity, Inclusion, Justice (DEIJ)*: Support the organization in working towards and upholding its DEIJ commitments and values through continuous activities and improvement, including the administration of the bi-annual cultural audit.

### **Operations - Work Environment and Facilities**

- *Operational Improvements*: Identify recurring challenges to work that need new or revised systems and work collaboratively with the staff team to analyze the problem and design solutions.
- Prepare employee workstations and respond to employee needs related to a safe and comfortable work environment.
- Oversee office norms and needs, including cleaning and other maintenance, vendors.
- Acquire new, fix broken, or dispose of/recycle unwanted furniture or other office goods.
- Liaise with building management staff as needed to address issues related to maintenance and building security & access and other building usage policies.

### **Operations - Technology**

- *Technology Equipment*: Price and purchase computers and software for employees, carry out setup and assist staff in troubleshooting issues. Ensure return of issued equipment at the end of employment; maintain inventory of equipment and manage equipment donations.
- *Information Management Systems*: Support the Administrative Director in maintaining technology infrastructure including cloud based files (dropbox, google docs) and information systems (Salesforce for programs and development). Create ease of workflow and information integrity across systems.

### **Operations - Vehicles**

- Manage DC vehicle maintenance, registration, insurance, and City Kids' vehicle procedures.
- Track payment of any toll, parking or moving violations.
- Oversee EZ pass, Zipcar memberships, parking, and other driving-related concerns.

Additional duties as assigned by the Administrative Director or Executive Director.

**Who We Look For:** The HR & Operations Manager should have at least three years of human resource and operations experience, including a demonstrated ability to work in a dynamic environment, create and maintain organizational systems, manage details and compliance, and provide outstanding customer/client service. Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude are highly valued, as is a personal commitment to and deep understanding of the City Kids mission. The HR & Operations Manager should be detail-oriented, have strong computer skills, including proficiency with Mac and Windows systems, and advanced knowledge of MS Word, Excel, and other programs, and be comfortable adapting to new online systems and software. The HR & Operations Manager should have strong communication and interpersonal skills. Experience supervising staff and working in a small nonprofit environment is highly valued.

### **Qualifications:**

- A personal commitment to and deep understanding of City Kids' mission.
- Flexibility, creativity and the ability to thrive in an evolving environment.
- Bachelor's degree required.
- 3+ years of experience in a role requiring human resources, administrative, and operational duties.
- Broad knowledge and experience in employment law, employee relations, and human resources management.
- Detail-oriented and comfortable managing a database, organizational compliance requirements, and comfort with technology and information systems.
- Ability to work independently and as a team player.
- Utmost discretion, personal integrity, and professionalism.
- Outstanding verbal, written, and listening skills.
- Ability to juggle multiple demands, manage shifting priorities, and negotiate timelines.
- An engaging and dynamic manner that demonstrates warmth and good humor when working with individuals. Qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.

**Salary & Benefits:** Salary commensurate with experience and position responsibilities, 20 days PTO in first year, employer paid medical, dental, and vision plan, paid holidays, and on-going professional development opportunities.

**To Apply:** Please submit a cover letter stating your interest in City Kids and fit with the position, along with your resume to Sara Ghebremichel at sara@citykidsdc.org. Include "HR & Operations Manager" in the subject line.