



MONTANA
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Job Posting: Operations Manager/Director

The Montana Public Health Institute (MTPHI) is announcing a job posting for an Operations Manager/Director.

MTPHI is a non-profit organization dedicated to optimizing the health and quality of life of Montanans by strengthening the public health system through collaboration, leadership, and the advancement of health equity. The MTPHI supports state, local and tribal public health agencies, healthcare and behavioral health system partners, statewide health organizations and community-based organizations, to deliver effective public health programs, services, and protections. In particular, MTPHI programs and services seek to offer capacity and support to frontier, rural and tribal communities.

The Operations Manager/Director reports to the Chief Operating Officer (COO) and will work independently to ensure smooth day-to-day operations of MTPHI, including human resources, program support systems, and administrative support for a staff that works virtually across Montana. This position will also assist with coordinating routine accounting functions for the organization. All staff at MTPHI, including this position, work to create and support programs and initiatives that seek to build a cohesive, responsive, and informed public health system for Montana.

If interested in applying, please submit a cover letter, resume and three references to hillary.hanson@mtphi.org. **Priority will be given to applications received by February 19, 2024.**

Questions can be directed to Hillary Hanson at hillary.hanson@mtphi.org or 406-249-6357.



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POSITION DESCRIPTION

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| JOB TITLE: | Operations Manager/Director |
| REPORTS TO: | Chief Operating Officer |
| FLSA STATUS: | Exempt |
| APPROVAL DATE: | Dec. 12, 2023 |

About the Montana Public Health Institute

The Montana Public Health Institute (MTPHI) is dedicated to optimizing the health and quality of life of Montanans by strengthening the public health system through collaboration, leadership, and the advancement of health equity. MTPHI supports state, local and tribal public health agencies, healthcare and behavioral health system partners, statewide health organizations and community-based organizations, to deliver effective public health programs, services, and protections. It serves as an independent and impartial source of reliable and relevant health information to health organizations, policy makers, funding organizations, businesses, non-profit organizations, consumer groups and the media. In particular, MTPHI programs and services seek to offer capacity and support to frontier, rural and tribal communities.

Position Summary

The Operations Manager/Director reports to the Chief Operating Officer (COO) and will work independently to ensure smooth day-to-day operations of MTPHI, including human resources, program support systems, and administrative support for a staff that works virtually across Montana. This position will also assist with coordinating routine accounting functions for the organization. All staff at MTPHI, including this position, work to create and support programs and initiatives that seek to build a cohesive, responsive, and informed public health system for Montana.

This position will serve on MTPHI's executive team and play an essential role in achieving the strategic vision and goals of a growing organization. MTPHI was founded in 2020 and has grown rapidly with staffing expected to increase to 8 to 10 staff members in 2024. All MTPHI staff have an opportunity to shape and grow a young organization that fills a unique and critical role in the state's public health system.

An ideal candidate for the Operations Manager/Director position will have experience and demonstrated ability in organizational leadership, strategy development, management, human resources, fiscal operations, and performance management that will help support MTPHI's strategy, internal policies and procedures, and current federal, state, and local laws, regulations, and best practices.



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MTPHI encourages applicants to apply who may lack experience in similar roles for other organizations but demonstrate clear leadership potential and an ability to work independently to accomplish complex projects on time and with imagination and ingenuity. Applicants without extensive past experience will be considered for an Operations Manager role, with the opportunity for promotion in the future.

Regardless of experience or education, MTPHI places a high degree of emphasis on hiring staff who bring diverse skills and life experience, consistent enthusiasm and energy, and a collaborative mindset conducive to making MTPHI a great place to work. This position will play an essential role in achieving the strategic vision and goals of MTPHI.

Essential Functions

The position will interact regularly with MTPHI colleagues, consultants, board members, funders, and community leaders; and assist in maintaining and enhancing a positive image for the organization. Humility, empathy, and a bias toward listening are key attributes needed in this role.

The successful candidate must demonstrate cultural humility, sensitivity, and awareness of the organization's needs and strategic priorities. This position, like all others at MTPHI, requires someone with passion for improving health outcomes in the state of Montana and the willingness and flexibility to work across job functions and roles to propel a young and growing organization devoted to building a better public health system.

Essential functions of the Operations Manager/Director position include:

Operations:

- Exercises exceptional judgement in communication with all constituents, management of confidential information, and representation of MTPHI to all constituents.
- Supports the COO and CEO by leading the development, implementation and updating of all aspects of MTPHI's operations, including assisting with creation and maintenance of performance management systems.
- Directs, manages, and enhances systems that allow for efficiency and smooth functioning of MTPHI operations.
- Develops and operationalizes policies and procedures aligned with strategic goals to ensure reflection of organizational values. Conducts annual review and revision of operating policies and procedures.
- Reviews and negotiates contracts with third party vendors. Maintains contract agreements and documentation for operations related activities.
- Collaborates with COO and CEO to maintain current knowledge of laws and regulations applicable to MTPHI operations; develops and implements systems to ensure compliance.
- Maintains understanding of nonprofit management best practices and ensures compliance with federal, state, and local laws.
- Assists with the preparation and presentation of operations activities and recommendations to the Board of Directors.
- Participates on the executive team, provides advice, and engages in planning activities.



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- Maintains corporate records.
- Manages insurance policy renewals and annual Montana business filing.

Resource Development and Maintenance

- Works with CEO, COO, and program staff to assist with, and sometimes lead, organizational efforts to seek contracts, grants, and funding that enable organizational pursuit of strategic priorities. This may include:
 - Grant writing and reporting
 - Coordinating staff and/or contractors involved in grant and proposal writing to ensure a high-quality product that reflects well on the organization
 - Managing relationships with funding partners to ensure excellent customer service (achieving deliverables on time, efficiently, and with a high level of quality)
- Works with CEO and COO to create and maintain systems necessary to ensure prompt and thorough reporting on contract and grant deliverables and expenditures.
- Manages related annual renewals of SAM, grants.gov, and eraCommons.

Human Resources (HR)

- Develops, manages, and improves the MTPHI's human resource policies and practices; provides organizational HR leadership to ensure consistency with organizational values and best practices; maintains understanding and ensures compliance with federal, state, and local labor laws.
- Conducts periodic market analyses of compensation, benefits, and prerequisites and presents recommendations to the CEO.
- Coordinates employee recruitment; develops hiring timeline and outreach strategy; communicates with candidates; coordinates interviews and materials; develops offer letters; completes background checks.
- Coordinates employee orientation; develops welcome packet; coordinates meetings; informs new hires about benefits, policies, and procedures.
- Maintains confidential personnel files; compiles annual acknowledgements; records absences and benefit changes; maintains employee handbook and policy updates.
- Reviews and updates compensation and benefits packages ensuring adequate employee benefit, and insurance coverage and communicates changes in a timely manner.
- Oversees and designs performance review process; consults with all levels of management and leadership team on personnel issues, inter-team relations, and HR compliance related matters. Leads and provides findings and recommendations for employee relations matters.
- Develops and maintains an employee handbook. Ensures staff compliance with employee and organization policies.
- Develops and updates job descriptions.

Fiscal Operations

- Works with the CEO, COO, and Finance Manager to ensure compliance with regulatory and reporting requirements of all internal and external stakeholders, including the IRS, auditors, partners, and the Board of Directors.



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- Works with the Finance Manager, maintaining an understanding of current accounting policies and procedures ensuring compliance with federal, state, and local laws.
- Processes accounts payable; codes vendor invoices for payment; performs monthly reconciliation of program-related expenses; records credit card expenses and reconciles to monthly statements.
- Creates and submits grant invoices to funders, reviews monthly Accounts Receivable reports for accuracy.
- Reviews monthly financial statements, primarily programs/grants classed for accuracy.
- Participates in the annual financial audit and tax return process. Assists with providing documents, testing and completion of reports.
- In consultation with the CEO, COO, Treasurer, Finance Manager, and consultants:
 - Participates in the development, management, and monitoring of the annual budgets.
- Oversees travel logistics and reimbursement to ensure consistent processes and allowable use of grant and contract funds.
- Provides the Finance Manager with any updated payroll, salary, deduction, or other changes. Reviews the bi-weekly payroll and submits it for processing.

Supervision

This position does not directly supervise other personnel. A successful candidate should be able to:

- Receive support and useful supervision and guidance on a regular basis
- Receive fair, constructive feedback on their work on a regular basis. Receive a performance assessment at 6 months of employment and annually, and promptly respond whenever performance issues arise
- Receive professional development and assistance needed to resolve issues or performance problems
- Have professional development or stretch assignment opportunities aside from their routine duties to gain new skills and contribute to the goals of MTPHI
- Participate in the decisions in which they should be involved and feel empowered to make the decisions that are theirs to make

Information Technology

- Supports and manages the MTPHI's information technology (IT) systems. This includes identifying and selecting high-quality IT vendors; and identifying, procuring, and managing equipment and software to enable high quality, seamless office systems.
- Manages relationships with technical support providers.
- Provides troubleshooting; recommends technological solutions to improve efficiency.
- Develops and maintains databases and file retention systems.
- Develops and oversees cybersecurity protocols.
- Reviews and purchases hardware and software.

Facilities

- Supports all MTPHI staff by providing equipment necessary for functional workspaces and resources necessary to work remotely.



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- Maintains capital assets inventory.

Other Duties

- Other duties and/or projects as assigned under the direction of the CEO or COO
- Reliability and attendance – begin work on time and conform to work hours and schedule.
- Work collegially with all trustees, staff, members of the public with a positive attitude and cheerful outlook.
- Exercise discretion and independent judgment with respect to matters of significance.

Requirements/Qualifications

- Bachelor's degree in related field, required. Master's degree in related field, preferred.
- Experience or formal training in public health or prevention-focused health or human services is preferred.
- Training and experience in human resource management preferred.
- Training and experience with basic accounting and payroll functions.
- A minimum of 3 years' experience as an Operations/Business/Administrative Manager, Human Resources Manager, Accounting Clerk, or related position is preferred.
- Applicants without this experience who can demonstrate other relevant skills and experience may be considered for an Operations Manager role.

Required Skills

- Proficiency with Microsoft Office Suite and cloud-based applications.
- Ability to work imaginatively and flexibly build and connect administrative functions with programmatic work that pursues the MTPHI mission.
- Experience with QuickBooks or related accounting software.
- Excellent writing skills.
- An overall commitment to excellence in quality of work and outcomes.
- Track record of adaptability, personal accountability, and initiative.
- Able to successfully multi-task, work independently, respond to rapid change, organize, prioritize, and meet deadlines.
- Excellent communication skills, both written and verbal.
- Demonstrated sound judgment, discretion, and ability to think critically.
- Good problem-solving skills.
- Active listening skills.
- Demonstrated strong organizational skills and attention to detail.
- Discreet, able to maintain confidentiality.
- Consumer satisfaction orientation and social perceptiveness.
- Excellent time management skills.
- Active learning skills.



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Other Job Information

- Position is full-time with competitive benefit package (401k, health insurance, paid leave).
- Salary range is \$67,000 (Manager) - \$90,000 (Director) dependent on experience.
- MTPHI is a 100 percent remote organization. Staff must be able to work from home and can work from anywhere in Montana.
- Team atmosphere with small staff, open communication, and minimal hierarchy.
- A curiosity about and passion for public health practice is essential for this position.
- Occasional car travel throughout Montana. Access to use of a reliable private vehicle or rental car for occasional use for business travel. Mileage reimbursed at allowed GSA rates or actual costs of approved rental car. (Travel for operations staff is generally less frequent than program staff and is generally limited to in-person staff and board meetings, meetings with funders, training opportunities, and support for MTPHI-sponsored events that require additional staffing.)
- Occasional overnight travel within Montana and infrequent national travel may be required.
- Ability to secure and maintain a driver's license valid in the state of Montana and to maintain private liability insurance with minimums outlined under Institute policy.

Essential Physical Skills

- The operations director will frequently remain in a stationary position for up to 75% of the workday; stand occasionally moves about inside the office to access equipment, files and meetings; occasionally required to move objects weighing up to 10 pounds and must infrequently move objects weighing more than 20 pounds or carry objects.
- This position requires manual dexterity sufficient to operate phones, computers, and other office equipment. This person must communicate clearly using with customers/clients who speak English to accurately convey information and be able to communicate at normal speaking levels both in person and over the telephone.
- The employee must be able to receive and understand written and oral communication and give written and oral instruction.
- This position requires the ability to calculate mathematical problems and frequently requires visual acuity at 20 inches or less to review written documents.

Environmental Conditions

Often, in an office environment with visits to external environments that could require walking, driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required for this position. All Institute employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.