

NORTHWEST PORTLAND AREA INDIAN HEALTH BOARD
JOB POSTING CLOSING DATE: 10/24/21

Job Title: Operations Manager **Status:** Exempt Employee
Supervisor: Deputy Director **Classification:** Full-Time Regular w/benefits
Location: Portland, Oregon
Salary: \$60-80K DOE

Job Summary:

The Operations Manager (OM) plays a critical role for supporting Northwest Portland Area Indian Health Board (NPAIHB) in-person and virtual operations. This position will be Portland based, considered essential staff, and work in the Portland office to support administrative needs of all staff. The OM will be the point person through which all office operations are submitted with a focus on standardization of processes. Standardization will include digitalizing of records, managing business applications, providing application user training and support, managing office machines, and streamlining efficiency efforts across the organization. The OM will work directly with the building manager to communicate and direct facility needs. The OM will support the Grants and Contracts Manager via their records and contracts management activities, pulling standard files as-needed for proposal submission. Additionally, the OM is responsible to support the Compliance Manager as needed for sub-award monitoring. The OM is responsible to keep track of NPAIHB operations, identify areas of potential improvement, communicate them to the Deputy Director, and participate in improvement efforts.

Knowledge, skills and abilities required:

- Extensive knowledge of office operations, records management, office machines, document digitalization, and business applications. Business application knowledge to include Microix, Adobe Creative Cloud, Docusign, SmartDraw, Survey Monkey, SmartSheet, and any existing or new applications that the organization rolls out.
- Interpersonal skills – the Operations Manager must communicate with both management, project directors and staff employees in order to create and administer policy
- Strong personal and professional judgment, which are invaluable skills for a role that makes hiring decisions as well as in finding the best solution to organizational issues
- Adaptability, enabling the Operations Manager to respond quickly to a shifting reality and adjust initiatives and priorities accordingly
- Organizational skills and the flexibility to jump from priority to priority, which are essential to a role that juggles a variety of functions and projects

Essential Functions

1. Operations Management:

- Acts as lead in operations systems and internal policy development.
- Works to make efficient use of all human and financial resources, integrate programs and services, and have effective coordination of organizational priorities.

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- Works collaboratively to create an organization that is proactive, and able to process decisions, authorizations, transactions and services effectively, efficiently and consistently.
- Assists with special projects and preparation of grant proposals, as needed, to support Compliance Manager and Grants and Contracts Manager.
- Works with management, project directors, managers and staff to ensure operational needs are being addressed.
- Other duties as assigned by Deputy Director

2. Records Management:

- Manage all aspects of records management and storage within the organization.
- Define process and digitalization of historical records.
- Manage digitalization of all future documents.
- Partner with Network Administrator to standardize document file names and process.
- Maintain well organized electronic filing systems for all administrative documents.

3. Office Procedures:

- Assure that remote main phonenumber voicemail is current and checked daily with messages distributed to appropriate staff.
- Assure that incoming mail and package deliveries are logged daily and distributed to the appropriate staff.
- Manage the office postage meter and online accounts.
- Manage the postage meter log and submit to A/P monthly.
- Manage scanning and copying machines and processes.
- Work directly with the purchasing agent to create and maintain a First In/First Out (FIFO) office supplies system.
- Manage and log petty cash transactions and submit to A/P monthly.
- Manage and log checks received and submit to A/P monthly.

4. Business Application User Training and Support:

- Microix
- SmartSheet
- Adobe Creative Cloud
- Survey Monkey
- SmartDraw
- DocuSign

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- Kuali Grants Management
- Google Doc
- Zoom
- Teams
- Other business applications as they come online for staff

5. Facilities Management:

- Work directly with the NPAIHB Deputy Director, Safety Committee Chairperson, and APM building management company to support facility needs.
- Research and develop plan for staff return to office, including working with Oregon OSHA, creating a safe work environment and seating plan; and communicating with staff about plan in collaboration with management.
- Manage the in-office calendar for staff environmental and public health safety.
- Manage and log parking passes.
- Manage and log staff Driver's Licenses and Vehicle Insurance of staff who travel on behalf of NPAIHB.
- Manage inventory of NPAIHB property and office artwork, working with IT and Finance to ensure records are updated.
- Manage the office library.
- Manage the conference rooms.

6. Other Duties:

- Provide administrative and technical assistance to health board staff as needed.
- Work with HR Manager to create employee satisfaction surveys.
- Prepare an electronic Monthly Activity Report (eMAR) and provide to supervisor at the end of each month.
- Communicate with supervisor about shifting company problems, priorities and projects.
- Identify potential problems and points of friction, work to find solutions in order to maximize efficiency and staff satisfaction.

Additional Functions:

- Performs other duties and assignments as directed by supervisor.
- Participate in NPAIHB activities on a regular basis.

Standards of Conduct:

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- Maintain the highest level of confidentiality with all NPAIHB information and documentation.
- Consistently exhibit professional behavior and the high degree of integrity and impartiality appropriate to the responsible and confidential nature of the position.
- Consistently display professional work attire during normal business hours.
- Effectively plan, organize workload, and schedule time to meet workload demands.
- Maintain a clean and well-organized office environment.
- Expected to exercise judgment and initiative in performance of duties and responsibilities.
- Work in a cooperative manner with all levels of management and with all NPAIHB staff.
- Treat NPAIHB delegates/alternates and Tribal people with dignity and respect and show consideration by communicating effectively.
- Participate willingly in NPAIHB activities.
- Abide by NPAIHB policies, procedures, and structure.
- Research and, with the approval of supervisor, attend trainings as needed to improve skills that enhance overall capabilities related to job performance.

Qualifications:

- Bachelor degree desired, preferably in the area of business, office or health administration with at least two years of proven experience in office systems and business applications.
- At least four years of experience working with tribal communities or a tribal (or other Indian) organization, Northwest tribal experience preferred.
- Highly organized and motivated to carry out responsibilities with a minimum of supervision.
- Advanced user of Microix, SmartSheet, Adobe Creative Cloud, Quali, SmartDraw, Google Docs, and Survey Monkey required.
- Funder proposal development management and submission experience desired.
- Sub-award compliance experience desired.
- Strong writing skills desired.
- A strong and demonstrated record for good attendance.
- A friendly, courteous manner to effectively work with tribal representatives, NPAIHB staff; and the general public.

Physical Demands:

Frequently involves sedentary work: exerting up to 10 pounds of force and/or a negligible amount of force to lift, carry, push, pull or otherwise move objects, including the human body.

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Physical Requirements:

Constantly requires the ability to receive detailed information through oral communications, and to make fine discrimination in sound. Constantly requires repetitive movement of the wrists, hands and/or fingers. Often requires walking or moving about to accomplish tasks. Occasionally requires standing and/or sitting for sustained periods of time. Occasionally requires ascending or descending stairs or ramps using feet and legs and/or hand and arms. Occasionally requires stooping which entails the use of the lower extremities and back muscles. Infrequently requires crouching.

Typical Environmental Conditions:

The worker is frequently subject to inside environmental conditions which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions.

Travel Requirements:

Local travel is infrequently required. Overnight travel outside of the area is infrequently required. Current COVID-19 travel restrictions apply.

Disclaimer:

The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and or skills required of all personnel so classified.

Except as provided by Title 25, U.S.C. § 450e(b), which allows for Indian preference in hiring, the NPAIHB does not discriminate on the basis of race, color, creed, age, sex, national origin, disability, marital status, sexual orientation, religion, politics, membership or non-membership in an employee organization, marital status, citizenship or immigration status, veteran or military status, genetic information, ancestry or any other characteristic protected by law.

Applications can be found online at www.npaihb.org

SEND RESUME AND APPLICATION TO: HR@npaihb.org