Mayor's Office of Neighborhood Safety and Engagement

Position: Operations Manager

Reports to: Agency Director

Job Summary

The Operations Manager is responsible for high-level project coordination, inter-lane collaboration, and administrative functions, on behalf of the Agency Director. This role is critical in supporting special MONSE projects including leading the development and implementation of violence prevention strategies; serving as a trusted team member on the Lead Team and managing and overseeing projects and initiatives to achieve MONSE's priorities and objectives. In addition to providing Executive support, the Operations Manager will perform agency Human Resource functions to include supporting and enhancing the employee experience, handling employee onboarding and offboarding, and working within Workday to maintain payroll and employee data. Candidates are self-starters, solution-oriented, focused on attention to detail and able to work in a fast-paced and politically charged environment. This position requires strong alignment with City of Baltimore's and MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment.

Key Responsibilities

Executive Support

- Work with agency leadership to develop and manage strategic planning initiatives.
- Evaluate and anticipate the agency's changing operational needs and make and recommend changes to ensure seamless and cost-effective delivery of services and maximum productivity and performance.
- Prepare materials and briefs in preparation for meetings and presentations with internal and external participants, including other city agencies, funders, community residents and other stakeholders.
- Draft and/or edit a variety of written documents (emails and memos, etc), including but not limited to internal and external correspondence, briefing materials, and talking points for meetings and events.
- Draft and/or edit presentation materials, including PowerPoint presentations and other documents.
- Is a key redundancy for the Chief of Staff and representative for the organization to a wide range of external and internal constituencies.
- Must have a demonstrated record of success to establish effective, collaborative relationships with all levels of constituents throughout a broad range of interest groups and manage sensitive and confidential information.
- Exercise discretion and judgment in resolution of mission-critical day-to-day assignments and requests.

- Serves as back up for the administrative staff, when needed, to ensure deliverables are completed in a timely fashion.
- Work with administrative staff to maintain systems for organizing and retrieving materials and prepared documents.
- Coordinate internal and external staff and constituents to plan and manage events, initiatives and special projects as assigned, including participant attendance, related correspondence and other logistics.

Strategic Project Management

- Oversee MONSE's organizational processes and operations, including Trello, to ensure productivity and quality.
- Coordinate different lanes within MONSE to foster an exchange of ideas and provide cross-team learning opportunities.
- Capture and memorialize team insights and practices in ways that augment productivity and efficiency.
- Support the Agency Director, Chief of Staff, and Lane Leads to ensure essential operational tasks – from grantee performance reporting, programmatic data management, quarterly and annual reports, and updates associated with the Comprehensive Violence Prevention Plan – are completed and shared timely.
- Maintain a dashboard of key deliverables and milestones to drive progress towards completion of key initiatives.
- Identify potential problems and points of friction and find solutions to maximize efficiency and collaboration.
- Manage the delivery of weekly, monthly, and quarterly reports requested by the Agency Director to facilitate effective management of agency priorities and resources.

Human Resources Support

- Coordinates “employee experience” (ARODS – attraction, recruitment, onboarding, development, and separation).
- Inspire and motivate employees through positive encouragement and incentive initiatives.
- Performs agency onboarding functions to include Workday set up, equipment and account set up, etc.
- Works in conjunction with BBMR and DHR to create new work requisitions, initiate reclassifications, submit salary justifications, etc.
- Maintains accurate and up-to-date human resource files, records, and documentation in a secure location.
- Answers frequently asked questions from applicants and employees relative to standard policies, benefits, hiring processes, etc.; refers more complex questions to appropriate senior-level HR staff or management.
- Maintains the integrity and confidentiality of human resource files and records.
- Performs periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Creates and maintain standard operating procedures.
- Maintains up to date spreadsheets on vacant and filled positions.
- Handles all FMLA requests while maintaining privacy of the employee requesting leave.
- Runs payroll in an accurate and timely manner for the agency.
- Assists in any termination, resignation, or offboarding activity that may arise.

- Assists with planning and execution of special events such as benefits enrollment, agency-wide meetings, employee recognition events, holiday parties, and retirement celebrations.

Qualifications/Skills

- Bachelor's degree and/or five years' experience in support of non-profit, academic, business, research and/or development activities and operations, providing high level administrative oversight, coordination, and advice required.
- 1-2 years' experience in a Human Resources competency required.
- Preference given to candidates with high level experience directly supporting executives and/or other leadership.
- Knowledge of or familiarity with local, state and federal government departments or agencies and the local and state philanthropic community is a plus.
- Efficiently operates a computer to access e-mail, electronic calendars, social media, and other basic office support software.
- Should be proficient in Slack, Microsoft Project, Outlook, Word, Excel, and PowerPoint and graphics packages to assemble and create reports and presentations, Google Drive, Dropbox and other similar platforms.
- Must have the ability to synthesize, analyze, and critique effectively.
- Be a self-starter and accountable to complete tasks and drive performance with minimal oversight.
- Attention to detail and able to correlate topics and information.
- Demonstrated ability to maintain confidentiality.
- Creative/imaginative with excellent organizational skills.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Excellent oral and written communication skills.
- Ability to work long and unpredictable hours under pressure and consistently meet deadlines.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission

Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values

In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.