



OPERATIONS MANAGER

Opening Date: September 12, 2024, **Closing Date:** Until Filled

Neighborhood Legal Services Program of the District of Columbia (NLSP) is seeking an operations manager.

ABOUT NLSP

Since 1964, NLSP has provided high-quality legal services to low-income residents of the District of Columbia. NLSP has a long tradition of fighting for justice for the poor, combining direct representation with efforts to achieve broad-based change. Its three offices are located in the poorest sections of the District to maximize its visibility, accessibility, and connections to the communities it serves.

NLSP is a private, non-profit law firm that provides high quality civil legal services to low-income residents of the District of Columbia. NLSP has a long tradition of fighting for justice for the poor, combining direct representation with efforts to achieve broad-based change. Its three offices are located in the poorest sections of the District, to maximize its visibility, accessibility, and connections to the communities it serves.

DUTIES & RESPONSIBILITIES

- Research, evaluate and make recommendations for the procurement of services, equipment, furniture, and supplies for all locations.
- Serve as the point of contact with information technology and related vendor services.
- Manage facilities and related duties including the creation and management of routine onsite maintenance schedule for all locations.
- Evaluate and make recommendations for equipment and office upgrades.
- Observe, review, and analyze processes to identify inefficiencies.
- Design and maintain an operations manual to ensure consistency of operations.
- Collaborate with leadership to set departmental and organizational wide goals.
- Manage and track inventory and equipment.
- Ensure compliance with all employment laws as required by federal and state laws.
- Manage job recruitment, new hire orientation and employee terminations.
- Provide accounts payable support.
- Assist with the preparation of grant budgets and reporting.
- Serve on safety, strategic planning, physical office space and other committees as needed.
- Manage organizations SharePoint site.

QUALIFICATIONS

The ideal candidate will have the following:

- Minimum of 5 years' experience in office management.
- Self-starter.
- Master's degree in relevant area of focus preferred.
- Excellent problem solver with sound judgment and the ability to meet adversity with tenacity.
- Experience creating and managing budgets.
- Experience processing accounts payable.
- Excellent written and verbal communication skills.
- Excellent organizational skills and ability to track tasks that require longer-term follow-up.
- Ability to handle sensitive and confidential information in a professional manner.
- Excellent knowledge of Microsoft Office 365.
- Highly creative in generating new ideas and solutions to support a growing organization.
- Highly flexible and able to adapt gracefully to changing priorities.

SALARY AND BENEFITS

- Salary commensurate with experience, starting at \$72,000, with a maximum salary of \$88,920 for 15 years of experience.
- Employer-paid medical, dental, and vision insurance;
- Employer-subsidized family health coverage;
- Paid vacation, holidays, personal days and sick leave;
- 8-week parental leave for birth or adoption of a child;
- Employer-paid life and long-term disability insurance; and
- 403(b) Thrift Plan (voluntary retirement savings program).

APPLICATION PROCESS

Please read carefully

Submit, as a single PDF file, your letter of interest, resume, and contact information for three references to Kathy Hollins Fields, khollinsfields@nlsp.org with "Operations Manager – [your last name]" in the subject line. We are looking for **thoughtful, tailored cover letters** that show commitment to our mission and the applicant's experience that specifically meets the qualifications, duties, and responsibilities outlined above. Applications will be reviewed on a rolling basis with a preference for applications received by **October 1, 2024**. No phone calls, please.

NLSP HIRING POLICY

Neighborhood Legal Services Program is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our staff. It is the policy of NLSP that no employee or applicant for employment or services will be discriminated against because of race, color, religion, national origin, age, sex, disability, sexual orientation, political affiliation, family responsibilities or family status, veteran's status, or any other basis prohibited by law, including the D.C. Human Rights Act and Language Access Act.

NLSP thrives on our diversity, and we strongly encourage persons of color, women, LGBTQ+ individuals, veterans, persons with disabilities, returning citizens, and persons from other

underrepresented groups to apply.