



## Operations Manager

**Title:** Operations Manager

**Salary:** \$85,000 - \$95,000

**Location:** San Jose, Santa Clara County, CA

**Job Details:** This is a Full-Time, Permanent, Exempt Position

**Reports to:** Executive Director

SV@Home is a 501(c)(3) nonprofit housing advocacy organization whose mission is to advance systems change to achieve housing affordability and housing justice. We believe that housing justice will be realized when all communities are inclusive and community members have the resources and power to lead the development of their own communities. We believe that the path to housing justice is through centering the communities who have been historically marginalized and helping to build power to reverse the legacy of racial and economic exclusion.

In this work, our success is dependent on building a team that includes people from different backgrounds and experiences who can challenge each other's assumptions with fresh perspectives. To that end, we look for a diverse pool of applicants, including those from historically marginalized groups.

We acknowledge the historical and current impacts of racism in housing access and affordability and commit to a framework that seeks diversity, equity, inclusion, and liberation (DEIL). The role is based in Santa Clara County.

### **Position Overview:**

SV@Home is seeking a detail-oriented, mission-driven Operations Manager to help support and strengthen our operational capacity. This role will oversee the organization's day-to-day operations, including finance, administration, and human resources. The Operations Manager is key to ensuring the smooth and efficient functioning of the organization, helping to drive progress toward our strategic goals. Our ideal candidate is a highly organized, adaptable problem solver with a strong commitment to social justice. This is a full-time, permanent, exempt position reporting to the Executive Director.

### **Key Responsibilities:**

**Finance (Approximately 35% of the role)**



- Assist the Executive Director with the creation and management of the annual organizational and program budgets.
- Collaborate with accountants to prepare monthly, quarterly, and annual financial statements, ensuring timely and accurate financial reporting.
- Ensure compliance with nonprofit accounting standards, financial regulations, and SV@Home's cash management policies.
- Review and approve employee reimbursement requests in a timely manner.
- Support financial reporting tasks such as audits, IRS 990 filings, and other compliance documentation.
- Monitor and manage lobbying activity tracking and ensure compliance.

#### **Office Administration (Approximately 30% of the role):**

- Oversee the day-to-day management of office facilities, including maintenance, supplies, and office organization. Foster a welcoming, accessible, and inclusive workspace for all.
- Continuously assess internal processes and systems to improve operational efficiency.
- Help develop and enforce policies that cultivate a positive workplace culture, aligning with SV@Home's core values.
- Ensure the effective management of administrative systems, including document management, filing, and data storage.
- Provide administrative support for the Board of Directors, such as scheduling, meeting coordination, material preparation, and communication facilitation.
- Serve as a liaison between teams to ensure alignment with organizational goals and streamline operations.
- Maintain and cultivate relationships with vendors and partners.

#### **Human Resources (Approximately 20% of the role):**

- Support human resources processes, including recruitment, onboarding, and employee retention, with a focus on a positive workplace culture.
- Administer payroll, manage personnel files, and ensure compliance with relevant labor laws and regulations.
- Oversee employee benefits administration and compliance.
- Provide support to staff in HR-related matters, including conflict resolution, performance management, and professional development.
- Assist in the development and enforcement of organizational policies and procedures.

#### **Events (Approximately 15% of the role)**

- Assist in the planning and execution of internal and external events.



- Collaborate with the Events and Development Manager to create event budgets and ensure smooth event coordination.

### **EXPERIENCE AND QUALIFICATIONS:**

The ideal candidate will possess the following qualifications:

- Minimum of 4 years of experience in operations management, including finance, human resources and nonprofit leadership
- Excellent written and verbal communication skills, with the ability to engage diverse audiences.
- Strong organizational skills and the ability to manage multiple tasks and priorities efficiently.
- Proven track record of implementing process improvements and efficiency initiatives.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint), Google Workspace, QuickBooks, Salesforce, and ADP.
- Passion for social justice, with a demonstrated commitment to diversity, equity, inclusion, and liberation (DEIL).
- Collaborative problem solver who thrives in a team environment.
- A commitment to continuous learning and development in the related work and the desire to grow and learn in a dynamic environment
- High emotional intelligence, with the ability to navigate team dynamics, resolve conflicts with empathy and integrity, and contribute positively to the organization's culture and growth.

### **COMPENSATION AND BENEFITS PACKAGE**

We offer a competitive benefits package that includes...

- Full medical, dental, vision, and life insurance for employees
- 15 days of Vacation and 36 days of sick time per year
- 11 office holidays, plus a holiday office closure from December 25th through January 1<sup>st</sup>, and summer office closure during the 4<sup>th</sup> of July week.
- SIMPLE IRA retirement plan with a 3% employer match
- Monthly cell phone and parking or public transportation reimbursement

Applications will be accepted through **9/30/2025**. Interested applicants should email a **writing sample** that conveys your writing style, a **cover letter** and **resume** to [jobs@siliconvalleyathome.org](mailto:jobs@siliconvalleyathome.org). Please indicate "Operations Manager" in the subject line of your email. Thank you for your interest and we look forward to hearing from you.



## DO YOU THINK THIS MIGHT BE YOU?

**If you see yourself in this job description but don't feel like you meet every single criteria, we encourage you to apply anyway! Research shows that individuals from historically marginalized groups tend to self-select out of opportunities at higher rates. We take a holistic approach to all of our hiring practices and want to hire those who best align with our mission and goals.**

SV@Home is committed to providing our staff with a safe work environment and supporting collective health. As such, SV@Home requires confidential proof of completed COVID-19 vaccination, including eligible booster(s), for all employees (with the exception of reasonable accommodations due to medical or religious beliefs).

*SV@Home is an equal opportunity employer to all regardless of race, color, national origin, ancestry, sex, marital status, disability, religious or political affiliation, actual or perceived gender identity, age or sexual orientation.*