

## **Operations Manager (Full-time)**

**Start Date:** OPEN

**Location:** Remote

**Job Type:** Full-time hourly, 30 hours per week

**Salary:** \$30-\$40 per hour

### **Primary Function**

Think and Ink Grant Consulting is seeking an individual with three or more years of grant writing, operations, and project management experience to fill the role of a full-time Operations Manager. The Operations Manager is responsible for supervising, hiring, and training employees, managing quality assurance programs, strategizing process improvements, and more. This position reports to the CEO.

### **Role Description**

The Operations Manager is a supervisory position responsible for managing the workflow of employees and subcontractors, conducting performance reviews, and quality control of all deliverables. The ideal candidate must be skilled at managing projects, client expectations, reviewing and editing drafts before finalizing, and managing deadlines across multiple clients. The ideal candidate must also have a background in reviewing and writing grants, HR, supervising staff, managing projects, have prior experience in a management or leadership position.

### **Typical Clients Served**

Our clients include 501(3)(c) nonprofit organizations supporting women, children, health, and education, are located across the country and have operating budgets of \$4 million or more.

### **Job Responsibilities**

- Quality control- supervise product delivery, including reviewing and editing drafts
- Manage employee and subcontractor workflow and capacity
- Project manage all pending projects and deadlines across multiple clients
- Manage client expectations and provide outstanding customer service
- Conduct six-month performance reviews for employees
- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization
- Develop, implement, and maintain quality assurance protocols
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity
- Actively pursue strategic and operational objectives
- Create and deploy operational and HR policy
- Ensure operational activities remain on time and within a defined budget
- Track staffing requirements, hiring new employees as needed

- Attend and lead weekly team meetings to discuss strategy, next steps, and upcoming meetings
- Attend and lead monthly client meetings as touchpoints to ask questions, give an overview, and provide updates on pending applications.

### **Classification**

This position is a six-month, full-time, remote, non-exempt contract-to-hire of at least 30 hours per week. At the end of six months, we will determine if there is an opportunity for this position to lead to full-time permanent status.

### **Skills and Qualifications**

Incumbent must be strong in the following skills, abilities, or experience:

- Bachelor's degree in operations management, business administration, or related field
- 3+ years proven grant writing and/or reviewing experience
- Strong organization and oversight skills
- Strong team player
- Excellent ability to delegate responsibilities while maintaining organizational control of operations and customer service
- Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (Word, Excel, Outlook)
- Impeccable written and verbal communication skills; exceptional attention to detail
- Demonstrated ability to work as part of a team and manage project timelines
- Ability to work independently and set priorities
- Demonstrated ability to prioritize and manage multiple job tasks
- Organizational and analytical skills with consistent attention to detail

### **Preferred Qualifications**

- Advance degree or PMP
- Working knowledge of Asana
- Previous experience in an operations management position
- Strong IT skills, including database development

### **Benefits**

Medical, dental, vision, retirement, and financial wellness

### **About Think and Ink Grants**

Founded in 2016 in Atlanta, GA, Think and Ink Grants™ specializes in helping nonprofits supporting women, children, health, and education. We provide customized solutions helping 501(c)(3) nonprofit organizations “think” then “ink” strategies to solve problems, find grants, connect with funders, and deepen community impact.

Think and Ink Grants™ provides outsourced grant writing and nonprofit consulting services to nonprofit clients, including large 501(c)(3) nonprofit organizations, educational institutions, municipalities, and health organizations. We provide full service end-to-end grant-seeking support under one roof through five in-house services: nonprofit consulting, grant research, grant writing, grant management, and evaluation support. We are a women-owned, minority-owned business.

Please read [Think and Ink Grants Diversity, Equity and Inclusion Statement](#)

To apply, please submit an application at <https://www.thinkandinkgrants.com/apply>. Only candidates selected to proceed will be contacted.

A background check and live writing assessment will be required.