



Job Description
OPERATIONS MANAGER
November 2025

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality.

Job Summary

The Operations Manager supports the Chief Operating Officer (COO) in leading the daily business operations of Healthy Start, ensuring that internal systems, processes, and facilities function efficiently and effectively. This role oversees the areas of office/facilities management, procurement, technology coordination, and administrative facilities to ensure alignment with organizational goals and standards.

The Operations Manager will supervise administrative and facilities staff, manage vendor and contractor relationships, and play a key role in maintaining operational excellence, safety, and quality control across all Healthy Start offices and program sites. The ideal candidate is detail-oriented, solutions-focused, and thrives in creating structure and efficiency in a dynamic environment.

Must have a strong commitment to health equity and a willingness to develop a deep understanding of the Healthy Start organizational culture, maternal and child health, public health concepts, and health disparities.

Typical Duties and Responsibilities

Operations & Administration

- Oversee the day-to-day operations of Healthy Start's facilities, equipment, and administrative systems in accordance with established policies and protocols.
- Develop, implement and maintain standard operating procedures to ensure consistency, efficiency, and compliance across departments.
- Coordinate procurement processes, including vendor selection, purchasing approvals, and inventory management.
- Monitor contracts, leases, and service agreements to ensure accuracy, cost-effectiveness, and timely renewal.
- Manage the organization's vehicle fleet, including maintenance, inspection scheduling, and usage tracking.
- Partner with IT vendors to ensure technology systems and equipment are functional, secure, and responsive to staff needs.
- Support safety and emergency preparedness planning, ensuring that facilities meet health, safety, and accessibility standards.
- Troubleshoot operational issues promptly and propose solutions that balance practicality, compliance, and cost efficiency.

Facilities & Vendor Management

- Maintain a clean, organized, and safe office environment that supports staff productivity and morale.
- Oversee office supplies, furniture, and equipment, ensuring timely repairs, replenishment, and inventory tracking.
- Serve as primary contact for facilities and operations vendors, including cleaning, maintenance, telecommunications, and utilities.
- Negotiate vendor contracts and service agreements in collaboration with the COO.
- Lead office relocations, workspace redesigns, and other logistical projects as needed.

Planning & Process Improvement

- Support the COO in the development of operational policies, procedures, and departmental plans.
- Identify opportunities to streamline workflows, reduce costs, and improve service quality.
- Collect and analyze data related to operational performance, producing regular reports on key indicators.

- Contribute to organization-wide initiatives that strengthen administrative infrastructure and operational capacity.
- Lead and/or support logistics planning, setup, and clean up for agency events on or off site

Team Leadership & Collaboration

- Supervise administrative staff and interns, setting clear goals, expectations, and accountability measures.
- Provide training, coaching, and feedback to ensure strong individual and team performance.
- Foster a collaborative and internal customer service focused culture.
- Partner with program and finance teams to ensure operational alignment with organizational priorities.

Compliance & Risk Management

- Ensure compliance with all relevant policies, regulations, and safety standards related to operations.
- Maintain records and documentation for audits, inspections, and reporting requirements.
- Participate in risk assessment and mitigation efforts related to physical facilities, equipment, and vendor services.

Qualifications, Skills, and Knowledge Required

- Bachelor's degree in business administration, operations management, or a related field; equivalent professional experience will be considered.
- 5–7 years of progressive experience in operations, administration, or facilities management, preferably within a nonprofit or mission-driven organization.
- Demonstrated experience managing vendors, contracts, and procurement processes.
- Strong organizational, project management, and problem-solving skills with attention to detail.
- Ability to manage multiple priorities, meet deadlines, and maintain quality under pressure.
- Strong interpersonal and communication skills, with a focus on service orientation and team collaboration.
- Proficiency in Microsoft 365 and familiarity with HRIS or ERP systems (e.g., Paylocity, QuickBooks, or similar).
- Commitment to Healthy Start's mission, vision, and values, including equity and inclusion.
- Experience in facilities management, fleet coordination, or IT systems administration and supporting or managing within a hybrid work environment preferred.

Other Requirements

- Act 33/34 and FBI clearances are required.
- Valid, unrestricted Pennsylvania Driver's License with current automobile insurance and listing as an insured driver.

Physical Demands

The work performed is approximately 75% administrative (office-based) and 25% off-site (meetings, facility oversight, errands, etc.). Office work may involve light lifting, carrying, standing, bending, walking, and filing. The work environment is fast paced, requiring strong attention to detail and flexibility. *Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

Supervisory Relationship

This position reports to the Chief Operating Officer and supervises administrative and facilities staff and/or interns.

Compensation

The starting salary for this position is **\$70,000 - \$75,000** annually, commensurate with skills and experience.

FLSA Status: Exempt

Application Instructions

Email resume and cover letter to hr@hsipgh.org.