

myFace

Operations Manager Position Profile



Changing Faces, Transforming Lives

ABOUT:

myFace is a leading non-profit organization dedicated to transforming the lives of patients with craniofacial conditions. Every hour a child is born in the United States with a craniofacial difference, which uniquely impacts both the body and spirit. Each year, the faces of another 100,000 individuals are disfigured through accident or disease.



For 70 years, myFace has advocated for individuals and families to ensure them access to comprehensive craniofacial care and support. By providing important services, such as emotional support groups, educational webinars, and online resources, myFace helps individuals achieve their potential to live their best life possible.

MISSION:

myFace is a non-profit organization dedicated to transforming the lives of patients with facial differences.

NEED:

Every hour a child is born in the United States with a craniofacial condition which uniquely impacts both the body and spirit. 95% of them will undergo multiple surgeries and long-term medical care throughout their childhood and into their adult life.

In the U.S., approximately

600,000

individuals have been diagnosed with a craniofacial condition.

Each year, the faces of another

100,000

individuals are disfigured through accident or disease.



CARE:

A Global Model for Craniofacial Care and Treatment. With a special focus on children and their families, myFace funds medical, surgical, dental, and psychosocial services as well as research and public awareness



COMPASSION:

Dedicated to transforming the lives of patients living with craniofacial conditions. We strive to educate others on the importance of empathy, celebrating uniqueness and always choosing to be kind.



COMMUNITY:

Family support programs are designed to provide much needed guidance for patients, siblings and their parents. The Newman center addresses all the psycho-social needs of or patients and their families.

OPERATIONS MANAGER – POSITION SUMMARY

Position Title: Operations Manager (Full Time)
Location: New York, NY
Reports to: Executive Director

myFace is seeking an energetic and passionate Operations Manager to oversee all areas of operational strategy. Reporting to the Executive Director, this position works within an integrated, collaborative environment with a small team of professionals, and plays a key role in monitoring myFace's overall well-being while increasing operational efficiency.

Objectives of this Role

- 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
- Ensure operational activities remain on time and within a defined budget
- Oversee accounts payable and accounts receivable
- Track staffing requirements, overseeing on/off boarding of employees as needed

KEY AREAS OF RESPONSIBILITY

Office Management:

- Support myFace staff by maintaining well-organized and efficient office operations, systems and procedures to help achieve annual mission and fundraising goals.
- Contribute to organizational efficiency by developing policies and procedures to support seamless execution by team members.
- Manage all external agencies and/or suppliers to support office services.
- Submit insurance paperwork and State Registrations with Executive Director.
- Maintain contact with all equipment vendors and schedule service calls and follow-ups.
- Answer general inquiry phones, mail, emails and be the first response for myFace.
- Manage and maintain general office services and efficiency.
- Maintain and replenish inventory, anticipating needed supplies.
- Manage and maintain office records and ensure filing systems are maintained and up to date.
- Define procedures for record retention and transfer and dispose of records according to schedules and policies.
- Ensure protection and security of files and records.

Accounts Payable/Receivable:

- Maintain accurate bookkeeping of accounts payable and receivable.
- Receive and review incoming check donations, apply appropriate coding and deposit in bank.
- Receive and review invoices, apply appropriate coding and manage payment process.
- Manage and pay invoices in a timely fashion.

- Work with Accountant to prepare documents and records for annual financial audit.
- Responsible for accuracy and data hygiene of donor records.
- Data entry of gifts, grant proposals and reports into CRM system.
- Work with Executive Director to develop annual budget.
- Responsible for effective and efficient management of delegated budget in accordance with myFace procedures and policies.

Human Resources:

- Manage all aspects of employee human resources management in partnership with myFace designated Personal Employment Organization (PEO).
- Update employee files and coordinate with PEO distribution of HR documents, training, etc.
- Coordinate health insurance for employees.
- On/Off board employees.
- Process payroll.

myFace Apartments and Travel program:

- Oversee myFace family apartments and maintain relationship with myFace apartment building management team.
- Manage scheduling of the apartments with families including collecting and maintaining forms and creating welcome packs.
- Cultivate relationships with the families.
- Schedule and manage all maintenance services for the apartments.
- Oversee airline voucher distribution and manage patient travel arrangements as necessary.

Board of Trustee Support

- Update organizational and Board of Trustees contact information and maintain functionality of board portal (BoardEffects).
- Assist in preparing materials for meetings, i.e., staff, Board, Committees, etc.

Qualifications for Consideration**Education and Experience**

- Bachelor's degree preferred or equivalent work experience.
- Minimum 5 years successful operations/administrative work. Experience in a non-profit setting preferred.
- Experience and comfort in communicating with Trustees, donors and other high-level stakeholders.
- Strong IT skills, including database development, preferably experience with Salesforce or equivalent CRM database, email marketing system, peer-to-peer fundraising software (One Cause) or equivalent, Microsoft Office, and Google environment.
- Multiple years of financial and account reporting with experience working in QuickBooks.
- Bilingual communication skills a plus (Spanish preferred)

Soft Skills and Culture Fit Requirements

- Sharp business mind and proven success managing multiple responsibilities toward maximum productivity.
- Proven success developing and implementing operational procedures and policies
- Ability to work under pressure and manage multiple priorities and deadlines.
- Skilled in human resources, finance, and IT management.

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- Strong verbal and written communication skills and the ability to communicate with tact, diplomacy, and authority.
- Discerning listener with excellent attention to detail and a sense of urgency in follow-through are essential.
- Ability to conduct research for special projects, respond timely to inquiries, and present written/oral briefings
- Strong sense of personal and professional integrity, judgment, commitment, and perseverance.

myFace EOE STATEMENT

myFace is an equal opportunity employer. All employment is decided based on qualifications, merit, and business need. We celebrate diversity and are committed to creating an inclusive environment for all employees.

SALARY

Range - \$70,000 - \$82,000 – commensurate with experience

OTHER INFORMATION

Currently, the position is hybrid with limited time in the office.

To apply, please submit your resume and a cover letter to recruiter@myface.org.