



OPERATIONS MANAGER

ABOUT KIDS HOPE USA

At Kids Hope USA, we believe that all kids matter to Jesus and that they deserve caring and consistent adults in their lives who are there to help them thrive. We believe that the local church is called to care for children in their community. Since 1995, Kids Hope USA has lived into that belief, and into our mission to build life-changing relationships, one at a time.

Kids Hope USA pairs community-focused churches with their neighborhood school to send volunteer mentors into the schools to meet with students in a one-on-one mentoring relationship. Today, Kids Hope USA is represented in nearly 750 mentoring programs across the country.

Do you share our passion to mobilize the local church to bring hope to the lives of children in their community? Are you a high-energy, detail-oriented, and process-driven leader? Are you looking for meaningful work with a growing organization looking to make a lasting impact on the lives of children? If this describes you, Kids Hope USA could be the right team for you to join and make a difference as our Operations Manager.

CORE VALUES

Relationships Matter: *Christ first, you second, me third. You belong. Stronger together. Mentoring makes a difference.*

Be Excellent: *Be curious. Do what you say you will do. Raise the bar.*

Keep It Simple: *Less is more. Keep the main thing, the main thing.*

Go Together: *United by Faith. How can I help? Collaborate.*

Believe What's Possible: *Keep dreaming. Why not? Try something new. Say YES!*

POSITION DESCRIPTION

- *Salary, full-time (open to part-time 30-34 hours per week)*
- *Reports to: Director of Operations & Innovations*
- *Location: Zeeland, MI*

Kids Hope USA Operations Manager Expectations:

The **Operations Manager** ensures the seamless operation of Kids Hope USA by leading key administrative, Human Resources, and financial processes that support the organization's mission. This role requires a high level of organization, attention to detail, and the ability to create and maintain efficient processes. The **Operations Manager** will be responsible for overseeing HR functions, financial administration (alongside our accounting partner), and office operations.

Team Leadership

- Serve as team leader by supervising, guiding, and supporting Operations team members - ensuring clarity of roles, accountability, and a collaborative spirit to drive effectiveness and excellence.

Human Resources

- Manage HR processes including hiring, onboarding, benefits administration, and compliance.
- Maintain employee records and ensure adherence to HR policies and procedures.
- Coordinate performance management in alignment with EOS best practices.
- Serve as the primary contact for HR-related questions, and support leadership in fostering a positive organizational culture.

Financial Administration

- Oversee daily financial operations working alongside the Director of Operations & Innovations. Responsibilities include budgeting, reporting, and expense tracking.
- Support payroll processing and ensure compliance with payroll policies.
- Manage vendor relationships, contracts, and accounts payable/receivable.

Office Administration & Operations

- Maintain and enhance HR & finance processes. Ensure communication and alignment of office policies to enhance efficiency.
- Oversee office management, including supplies, equipment, and technology needs.
- Support and coordinate projects and events for the organization.
- Support risk management and compliance efforts, ensuring organizational policies align with best practices.
- Leverage and implement systems, while encouraging innovation and use of new tools, to enhance team efficiency, collaboration, and overall effectiveness.
- Assist in coordinating internal meetings, travel, events, and team logistics.

WHAT WE'RE LOOKING FOR:

- *Committed Christ-follower:* A vibrant and authentic Christian faith that guides your actions and aligns with Kids Hope USA's mission to show God's love to children through mentoring and the local church.

- *Proven Mission-Driven Leader:* Dedicated to equipping their team and driven by passion for Kids Hope USA's mission. At least 2 years of experience successfully leading and developing high-performing teams.
- *Detail-Oriented & Organized:* Strong ability to manage multiple priorities, deadlines, and administrative processes.
- *Project Manager & People Solutions Oriented:* Skilled at leading projects from start to finish, coordinating resources, and creating people-centered solutions that strengthen team performance and collaboration.
- *HR & Financial Knowledge:* Experience in HR processes, financial administration, or nonprofit operations is highly desirable.
- *Strategic Problem-Solver:* A proactive thinker with a solutions-oriented mindset.
- *Relationship Builder:* Natural ability to connect with and support team members.
- *Effective Communicator:* Strong oral and written communication skills, with a knack for professional collaboration.
- *Systems Connector:* Ability to see the big picture, integrate systems and workflows, and ensure that processes and tools effectively support the team.
- *Tech-Savvy:* Proficiency in Microsoft Office and an eagerness to embrace technology.
- *Relevant Experience:* At least 2 years in operations, HR, or finance-related role.
- *Bonus Skills:* Experience in nonprofit operations, HR certification, or financial management software. Bilingual abilities.

WHY JOIN US?

The mission of Kids Hope USA has never been more important and the opportunities for growth are abundant. Kids Hope USA has a well-earned reputation as an organization of superior quality, stewardship, leadership, and mission. If you are looking for meaningful work with a passionate, high-performing team, we look forward to hearing from you!

HOW TO APPLY

Submit your resume and cover letter detailing your leadership experience and passion for Kids Hope USA's mission to careers@kidshopeusa.org.