



Green City Market (GCM), a nationally-recognized nonprofit organization and local food advocate, seeks a driven Operations Manager.

#### About Green City Market

Green City Market is securing the future of food by deepening support for sustainable farmers, educating our community, and expanding access to locally-grown food. Learn more about our history and our future at [www.greencitymarket.org](http://www.greencitymarket.org).

#### Opportunity Overview

Are you passionate about supporting sustainable farmers, educating our community, and increasing access to local food? Have you been described as ambitious, self-motivated, and driven? Are you seeking an environment that allows you to balance life and work? You might be the perfect fit for this role.

Reporting to the Operations Director, the Operations Manager will play a critical role by supporting Green City Market's mission, primarily through overseeing the successful operations of our organization.

#### Responsibilities

We imagine that the person who fills this role will spend their time in the following ways:

##### Leadership (10% or ~4 hours/week)

- Works collaboratively as a member of the management team to fulfill Green City Market's strategic plan, mission, and vision
- Trains, coaches, and leads direct reports using effective management practices such as weekly check-ins, 90-day reviews, annual performance and professional development evaluations for full-time employees
- Contributes to the development, execution, and analysis of comprehensive departmental plan for GCM's operations strategies to ensure their success
- Manage operations-related budget line items, accurately forecasting expenditures and revenue
- Contribute to a collaborative, positive, and professional work environment for the organization and its staff
- Exhibits a passion for Green City Market's mission and vision and effectively communicate that passion and the stakeholder's role in achieving organizational goals at internal and external meetings and events
- Build positive and intentional relationships with key stakeholders including program beneficiaries, government officials, donors, volunteers, and more to ensure they receive value from their experience that helps to advance GCM's mission

##### General Operations (See below for average time commitment)

- Develop, implement, and monitor day-to-day operational systems and processes, providing visibility into progress and obstacles toward meeting the organization's goals
- Design departmental evaluation methods to collect, analyze, and collaboratively communicate quantitative and qualitative data that showcases departmental impact
- Identify opportunities for programmatic improvement, determine the root-cause of problem areas, analyze data, and implement solutions to maximize program impact
- Work collaboratively with development staff to ensure donor experience and sponsor activation strategies are successfully implemented



- Work collaboratively with programs and development staff to ensure financial compliance with grant requirements including obtaining support for applications, reports, site visits, and other tasks related to programmatic funding
- Develops and maintains systems and resources that facilitate the effective operation of the department toward the objectives of the strategic plan
- Provide general administrative support that contribute to the successful execution of GCM's programs

#### Finances (40% or ~16 hours/week)

- Manage accounts payables to ensure timely payments of GCM's financial obligations while ensuring compliance issues around accounts payable processes
- Manage accounts receivables to include invoicing, recording received payments received with a goal of decreasing the time period between invoicing and payment collection
- Categorize transactions from bank and credit card feeds
- Generate financial reports and maintain current Open Book Management staff document on a monthly basis
- Assist in budget preparations, cash flow projections, and developing other financial tools as needed
- Implement all necessary fiscal policies and accounting practices; improve the finance division's overall policy and procedure manual
- Provide support for the preparation of year-end audit and IRS national and state filings
- Works collaboratively across departments to oversee grant financial activities, maintain grant-related records and files, coordinate grant processes, and ensure grant compliance
- Review contracts to ensure appropriate language is included to mitigate risk to the organization

#### Facilities (10% or ~4 hours/week)

- Execute permitting processes for programs (e.g. Chicago Parks District, DCASE, CDOT, special events, etc.) and general operations
- Manage day-to-day use of and policies for organizational and programmatic facilities and monitor proper use, availability of supplies/systems/technologies, cleanliness, configurations/layouts
- Manage administrative functions to include all facilities and events logistical needs, including supply inventory; supervise the Operations Coordinator to fulfill joint responsibilities

#### Human Resources (40% or ~16 hours/week)

- Collaborate with senior leadership to understand and execute the organization's goals and strategy related to staffing (both paid and volunteer), recruiting, and retention
- Manage new staff hiring processes in collaboration with Operations & Programs Director and hiring manager(s)
- Support Operations & Programs Director in the consistent implementation and refinement of policies and procedures related to recruiting, onboarding, training, and performance evaluation of staff and consultants
- Execute project management of special events and and special projects to ensure deadlines and key objectives are met across departments
- Co-facilitate the administration of human resource programs including, but not limited to payroll, benefits administration, and performance and talent management alongside the Operations & Programs Director



### Applicant Profile

*Studies have shown that women, nonbinary folks, and People of Color are less likely to apply for jobs unless they believe they meet every single one of the qualifications described in a job description. We are committed to building a diverse and inclusive organization and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that's okay! Candidates who possess a familiarity with issues related to small- to mid-sized sustainable farmers and farmers markets are preferred. Basic knowledge of gardening, culinary skills, and/or food security are also highly desirable. We strongly encourage all interested candidates to apply.*

A successful applicant will:

- Demonstrate a deep conviction to Green City Market's mission and vision as well as a commitment to diversity, equity, and inclusiveness
- Have 5+ years of professional experience with a proven track-record of success with operations, people management, and events management
- Be a collaborative and communicative leader with experience leading teams
- Have the ability to be self-motivated and a balanced preference and ability to work independently and with a team
- Possess a desire to pursue continuous learning to further develop skills that benefit the employee, the role, and the organization
- Have an interest in nonprofit financial management with experience in departmental budgeting (creation, forecasting, reporting, and analysis) as well as bookkeeping
- Continually promote and achieve high standards of quality at work, apply attention to detail to the execution of all projects and constantly look for problems to solve and ways to improve
- Enjoy designing, implementing, and managing complex, long-term projects through the development of processes/systems to meet deadlines, fulfill commitments, track progress, and achieve goals
- Possess excellent interpersonal skills and the ability to interact with a diverse group of people, including fellow staff members, market vendors, donors, and other key stakeholders
- Exhibit integrity, discretion, and professional maturity to handle highly confidential information
- Have the ability to lift 50 pounds and willingness to work outdoors in a variety of weather conditions at market or events
- Have technology proficiencies (GCM uses Google Suite for Nonprofit, PCs, Quickbooks Online, and other systems to manage operations)
- Due to the nature of the job, applicants with a vehicle and valid Driver's License are preferred
- Candidates with Russian, Polish, Chinese (Mandarin and Cantonese), and Spanish language proficiency are encouraged to apply

### Culture

At Green City Market, all of our community members must abide by our [Community Commitment](#). This agreement is one way we set expectations around our culture. We are sustainable, inclusive, connected, respectful, knowledgeable, and communicative. We encourage you to read our Community Commitment before applying to get a better understanding of how we work with one another.

### Schedule & Work Environment

At GCM, we seek employees who know how to balance life and work. We focus on results and expect our team to execute responsibilities with a high degree of professionalism.

Full-time employees are expected to work between 35-40 hours/week on average.



The Operations Department works a Tuesday - Saturday schedule. Hours/days may vary with respect to Special Events which will be communicated during the hiring process.

On Wednesdays and Saturdays, the Operations Manager will work at the market to support operations. The Operations Manager must be available between 4:30 am - 2:00 pm on market days. Our work is essential and is conducted in-person, outdoors and in all weather types: rain, snow, or shine!

During office hours on Tuesdays, Thursdays, and Fridays, the daily schedule is flexible at the discretion of the employee's manager with core office hours taking place between 9 am and 3 pm. Office work is conducted both in-person at our Avondale office as well as remotely when possible.

#### Compensation Package

- Base Salary: \$61,698
- PTO: 20 paid vacation days, 10 paid floating holidays, 10 paid sick days, + annual year-end office closure
- Medical, Dental, Vision Insurance
- Education enrichment budget
- \$75/month mobile stipend
- 401k Retirement Plan with Employer Matching

#### Anticipated Hiring Process

The hiring process will include a brief application and two rounds of interviews conducted via Zoom. The anticipated start date for the position is March 16, 2024. Applicants will be selected on a rolling basis. Applications will be accepted until the position is filled. The first review of applicants will take place by February 17, 2024.

#### To Apply

Applicants should [submit a résumé and a brief application via this Typeform](#). No phone calls or dropins, please.

*Green City Market is an equal opportunity employer. Green City Market does not discriminate on the grounds of race, color, religion, sex, marital status, national origin, age, disability, veteran's status, sexual orientation or any other protected status.*