



**Job Title:** Business Operations Manager

**Reports to:** CAO

**Education:** Bachelor's degree in business administration, operations, nonprofit management, or related field.

**Salary:** \$78,000 - \$85,000

**Position:** Full-time, Exempt

**Schedule:** Full-time, occasional evenings & weekends may be required

**Location:** Honolulu office

### **About HomeAid Hawaii:**

We are a fast-growing nonprofit developer focused exclusively on building housing solutions for homelessness or at risk of homelessness. Our approach to affordable housing is to reduce the cost of construction through philanthropy, regulatory tools, pro bono labor, and discounted services, materials, and supplies. This approach allows HomeAid Hawaii the opportunity to pass on deep discounts to Hawaii's most vulnerable people in a housing crisis.

Currently, we are the lead developer for the State of Hawaii's Kauhale Initiative and Maui Wildfire Housing response. Our approach to development is rooted in balancing construction with community relations through outreach and community engagement.

Our mission is to help people experiencing homelessness, or who are at risk, build new lives through construction, community engagement, and education.

### **Job Description:**

The Business Operations Manager is a key partner to executive leadership, supporting the internal operations that keep HomeAid Hawaii running effectively and efficiently. This position is responsible for managing core business systems, supervising the Team Support Coordinator, coordinating with outsourced IT services, and supporting HR functions alongside the Chief Administrative Officer (CAO) and outsourced HR provider.

This role requires a proactive, systems-oriented leader who can manage cross-functional workflows, optimize internal processes, and support both people and platform needs. The ideal candidate is highly organized, people-savvy, and mission-driven.



## **Duties & Responsibilities:**

### Strategic Operations & Organizational Planning:

- Develop and refine internal workflows and business processes to support cross-departmental coordination
- Collaborate with leadership to establish and track organizational KPIs and priorities
- Manage internal calendars for planning cycles, team retreats, executive reports, and compliance milestones
- Lead process improvement efforts across departments, documenting SOPs and supporting adoption of new tools or practices

### Administrative Support:

- Provide high-level administrative support to executive leadership including scheduling, meeting coordination, and documentation
- Supervise and support the Team Support Coordinator, ensuring alignment on daily operations and internal requests
- Prepare internal reports, presentations, and memos; support board meeting logistics and materials
- Maintain official company records, vendor files, and regulatory documentation in partnership with legal and compliance advisors
- Coordinate logistics for office operations and hybrid work arrangements

### IT & Systems Support:

- Serve as the other primary point of contact with the CAO for outsourced IT service providers
- Support staff with technology needs including onboarding, troubleshooting, and asset tracking
- Oversee internal systems (e.g., email, file sharing, cloud tools) and ensure proper access and permissions across departments
- Coordinate implementation of new tools or platforms with IT vendors and internal stakeholders
- Support cybersecurity and data management best practices in partnership with IT providers

### Compliance, Risk & Vendor Coordination:



- Ensure operational compliance with internal policies, grant requirements, and regulatory obligations
- Track and manage contract documentation, vendor records, insurance certificates, and related filings
- Support leadership in managing risk through documentation, legal coordination, and internal tracking systems

HR Support (in coordination with CAO and HR Partner):

- Support recruitment and hiring logistics (e.g., job postings, interview scheduling, candidate communication)
- Assist with onboarding and offboarding processes, documentation, and internal coordination
- Maintain employee records and support compliance with HR-related policies
- Help facilitate staff communications, engagement activities, and professional development tracking
- Serve as internal point-of-contact for day-to-day employee questions and liaise with HR partner as needed

Team & Culture Support:

- Champion organizational culture by facilitating internal communications, recognition initiatives, and team-building activities
- Support recruitment logistics and assist with employee engagement initiatives
- Coordinate professional development opportunities for staff and maintain relevant training records

Other Duties and Responsibilities:

- Performs other related duties assigned to meet the needs of the organization

**Minimum Job Qualifications:**

- Bachelor's degree in Business Administration, Operations, or related field
- Minimum 5 years of experience in operations, administration, or nonprofit management
- At least 1–2 years of experience supervising staff or managing team workflows



- Excellent organizational and multitasking skills; ability to manage priorities in a dynamic environment
- Strong written and oral communication skills; professional presence with internal and external stakeholders
- Experience with office software (Microsoft Office Suite), project tracking tools, and document management systems
- Ability to build positive relationships across all levels of the organization
- Ability to adapt or modify processes in response to changing circumstances.
- Must possess a valid Hawaii Driver License and State-mandated Auto Insurance
- All candidates must pass a background check before being hired.

#### **Preferred Qualifications:**

- Experience working in nonprofit, affordable housing, or mission-driven organizations
- Familiarity with managing outsourced vendors or consultants, especially IT providers
- Proficiency with cloud-based tools such as SharePoint, Dropbox, or Smartsheet
- Understanding of risk management and compliance best practices in a nonprofit context
- Experience with web-based worksheet tools such as Smartsheet.

#### **Physical Requirement:**

- Ability to sit at a desk and use a computer for extended periods of time.
- Occasional standing, walking, bending, reaching, and lifting of light office items up to 25 lbs.
- Ability to operate general office equipment such as computer, printer, photocopier, scanner, phone system, postage meter, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paperwork.
- Visual acuity to read printed and electronic documents and computer screens.
- Must be articulate. Must have professional listening and speaking communication capabilities both in person and electronically.
- Must be willing to travel throughout the State of Hawaii.

#### **Benefits:**

- 100% Employer paid Medical, Dental, and Vision.
- Thirteen (13) paid annual State of Hawaii holidays.
- Sixteen (16) paid days per twelve (12) months upon hire for vacation and sick leave.
- 401k Retirement Plan with discretionary employer match of up to 4% following probationary period.



- Flex healthcare spending plan.
- Monthly car allowance of \$500 monthly.
- Car insurance subsidy of \$100 monthly.
- Company cell phone.
- Hybrid work, with respect to needs of the team.
- Company paid professional development certifications.