



Location: Honolulu, HI

Reports To: Senior Director, Kauhale Management Services

Education: Minimum 3 years of experience in nonprofit operations, housing services, workforce development or related field

Salary: \$75,000

Position: Full-Time, Exempt

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

Location: Maui Offices in Kahului and Lahaina

### **About Kauhale Management Services:**

Kauhale Management Services is committed to empowering individuals and families through housing stability, workforce development, and community-based support. We believe that every person deserves the opportunity to thrive, and we work to remove barriers to employment, education, and financial mobility through culturally responsive and trauma-informed services.

### **Job Description:**

The Operations Manager plays a key leadership role in managing the daily operations of a workforce development housing program with communal spaces. This position supervises intake and compliance staff, develops training programs, manages business partnerships, and ensures contract compliance and reporting. The Operations Manager is a strategic thinker and compassionate leader who thrives in a mission-driven environment.

### **Duties & Responsibilities:**

#### Program Operations:

- Oversee daily operations of communal housing and workforce training spaces.
- Supervise two Intake Specialists and one Compliance Liaison.
- Ensure a safe, inclusive, and supportive environment for residents and staff.
- Lead and mentor a team of professionals, providing guidance and support to ensure high performance.

#### Training & Workforce Development:

- Design and implement vocational and financial literacy programs.
- Coordinate with local employers and training providers to create job placement and career advancement opportunities.
- Monitor resident progress and adjust programming based on outcomes and feedback.

#### Partnerships & Community Engagement:

- Build and maintain relationships with businesses, nonprofits, and government agencies.
- Represent the organization at community events and stakeholder meetings.
- Advocate for resident needs and program sustainability through strategic partnerships.

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- Support HomeAid Hawaii as a spokesperson representing the organization and project.

#### Compliance, Reporting & Billing:

- Ensure compliance with grant and contract requirements.
- Prepare monthly, quarterly, and annual reports for funders and internal leadership.
- Collaborate with finance and administrative teams to ensure accurate invoices and budget tracking.
- Manage cash flow and monitor expenditures to ensure financial sustainability.
- Lead budget preparations, control and periodic updates in coordination with finance team.
- Prepare and present monthly compliance reports to the State and HomeAid Hawaii leadership on project finances (AP/AR, Program Fees), housing activities and outcomes, critical incidents, research, and other activities.

#### Administrative Leadership:

- Schedule and lead team meetings; prepare agendas and record minutes.
- Support strategic planning and continuous improvement initiatives.
- Maintain organized records and contribute to data-informed decision-making.
- Oversee vendor relationships, including procurement, contracts and service quality.

#### Physical Requirements:

- Ability to sit at a desk and use a computer for extended periods.
- Occasional standing, walking, bending, reaching, and lifting of light office items up to 25 lbs.
- Ability to operate general office equipment such as computers, printers, photocopiers, scanners, phone systems, postage meters, 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.
- Ability to communicate verbally and in writing.
- Hearing and speaking abilities for in-person, phone, and video conversations.
- Must be willing to travel throughout the State of Hawaii.

#### Qualifications:

- Minimum 3 years of experience in nonprofit operations, housing services, workforce development or related field.
- Strong leadership and team management skills.
- Experience with contract compliance, billing, and reporting in a nonprofit setting.
- Excellent communication and relationship-building abilities.
- Commitment to equity, inclusion, and community-centered practices.
- Proficiency in Microsoft Office and data management platforms.