

**Reach Out Lakota  
Operations Manager  
Job Description**

**General Description of Duties**

The Operations Manager is responsible for overseeing the day-to-day operational functions of Reach Out Lakota (“ROL”). This role is crucial in ensuring that ROL’s services, programs, volunteers and resources are aligned with our mission and that we continue to operate effectively and efficiently.

**Reporting Relationship**

- This position reports to the Executive Director

**Job Duties & Responsibilities**

The Operations Manager is responsible for ensuring that all internal processes run smoothly and for overseeing and managing key functions of the Food and Clothing departments, which are led by volunteers.

- Food Department
  - In collaboration with ROL’s Food Coordinators as lead persons:
    - Responsible for the collection, inventory and distribution of perishable and non-perishable food items, personal care items, and household cleaning supplies. Also oversee database management for inventory of items that are donated and purchased
  - Responsible for coordinating food drives; establish and maintain working relationships with community organizations, churches, and companies that do collections
  - Schedule volunteers to collect, process, and distribute donations and purchases
- Clothing Department
  - In collaboration with ROL’s Clothing Coordinator as lead person, responsible for the collection, inventory and distribution of clothing
  - Assist with efforts to increase clothing donations
  - Responsible for coordinating volunteers to assist clients when the clothing department is open and to sort donations
- Special Programs (Back to School and Holiday Toys)
  - Assist with program(s) planning and tracking on an as-needed basis, as directed by Special Program Coordinators
  - Assist with database management and on-site client services during event(s)

Other Key Responsibilities include:

- Support and manage volunteers - including recruiting and retention efforts, leading tours, training and scheduling. Meet regularly with key volunteers.
- Direct social media and website management; maintain and broaden social networking to garner support for our mission

- Serve as a resource coordinator for ROL. Gain knowledge of other available community resources and provide clients referrals and information to support any area of need or interest (e.g. free and reduced lunch program, workforce training, etc.)
- Maintain facility, including exterior/interior signage (for clients, donors and volunteers) as well as scheduling preventive maintenance and hiring service providers as needed

### **Qualifications**

- Prefer at least three years of experience in non-profit operations, volunteer management, project management, or similar role
- Strong interpersonal skills, ability to collaborate with varied personalities, and conflict resolution
- Strong organizational, time management and problem-solving skills
- Proficient in Microsoft Office suite, Canva and social media
- Exceptional computer skills and ability to learn databases

### **Education**

- Bachelor's degree (preferred but not required) in business administration, communications, non-profit management, retail management or related skill sets. Experience in non-profit is a plus.

### **Type of Employment**

- Full Time
- Occasional evenings and Saturdays
- Some flexible work hours and hybrid teleworking opportunity for work/life balance
- Paid vacation days plus other paid time off including annual paid Winter Break

### **Compensation**

- Based on experience and qualifications

### **How to Apply**

Submit a resume and cover letter to [brenda@reachoutlakota.org](mailto:brenda@reachoutlakota.org). Please include Operations Manager Application in the subject line.

*Updated 2/13/25*