

# OPERATIONS & SYSTEMS MANAGER

**POSITION OVERVIEW** The Operations & Systems Manager (OSM) is a strategic partner who serves the growing family- and tribally owned business, The Whitener Group. The OSM's steadiness and experience are assets to the entire team of national consultants and especially important to the TWG team based in Olympia, WA. With a sense of humor and abandonment of niceties, the ideal OSM has emotional intelligence matched with a ruthless need for creating order out of chaos (while honoring that chaos). Skillful process improvement skills keep the OSM prepared for the implementation and on-going maintenance of key business systems and program development.

## *Salary and Benefits*

- Starting salary at \$75,000 DOQ
- Retirement contributions (~3%-15% on top of salary)
- 11 days of paid floating holidays
- 14 days of PTO per year (can increase with tenure and tenacity)
- Flexible hours and hybrid options (when training and relationship are solidified)
- Family friendly (flexibility with personal demands, like pick-ups or other needs)
- Room for advancement at TWG
- Fun, dynamic work environment where you can grow into what you want to
- Health care stipend

## *Main Duties and Tasks*

- Support program development for Native Nerd Network (sounds fun right? we think so!) by coordinating, planning, and executing trainings for NNN
- Develop efficient policies and procedures to support the office workflow and safety including filing systems, inventory systems, conference room reservations, and equipment
- Assist in partnership development and outreach activities to tribal members
- Assist with budgets and report on grant expenditures
- Manage multiple projects and timelines concurrently while maintaining the integrity of each contract or procedural goal

## *Other Duties and Tasks*

- Manage and oversee subcontractor on-boarding (including explaining pay periods, reimbursement processes, and all of the apps we use here at TWG – there are many)
- Act as facilities coordinator, coordinate repairs, and work with vendors on maintenance projects
- Prioritize inner office support including Human Resource related materials such as employee files, document organizational systems, etc.
- Manage financial data entry and payroll for TWG with guidance from the COO (and a handy CPA we have on contract for oversight and help)

- Improve contract templates and execute contracts with clients, working directly with the COO for atypical contracts
  - Develop and implement programs for the core service areas, including TWG Training
  - Assist the event and training team as needed with event coordination and communication initiatives (this is in everyone's job description here, pretty much!)
  - Assist with research for strategic plans, business plans, and economic development
  - Conduct data entry and database management (oh, data. We love data. A pretty Excel sheet is the best thing ever)
  - Support TWG Development, a TWG-operated property management company
  - Manage travel logistics, including booking flights, especially to and from remote Alaska locations
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**WHY TWG NEEDS AN OPERATIONS & SYSTEMS MANAGER** TWG is on an exciting growth curve. As the on-site team increases, so does the need for centralized maintenance of systems, inventory, contracts, and books. The ideal candidate prefers making a difference in underserved communities, creating dynamic training programs, and program and human resource systems development. The OSM position is a **key** team member that helps the growth of TWG as an energetic, strategic partner.

**HOW TO APPLY** To be effective at TWG, you need to be both organized and adaptable. If you think this job description is weird, you can probably just stop here. If you are intrigued, tell the COO you are; please send us your resume and cover letter, and **in the email body, answer the following:**

- 1) **Tell us about your most favorite system you have ever created and implemented.**
- 2) **What is your favorite app?**

Submit materials to [kiana@whitenergroup.biz](mailto:kiana@whitenergroup.biz) by Jan 6th, before 8:28am PT with a subject line that captures your personality, makes us smile, or both. You'll hear from us by Jan 10<sup>th</sup>. All questions are welcome.

**ABOUT THE WHITENER GROUP** Incorporated in 2009, The Whitener Group is a team dedicated to the advancement and sustainability of Indian Tribes. TWG is owned, you guessed it, by a group of Whiteners (Squaxin Island). TWG's core business activities are individual contracts with tribes, tribally owned businesses, tribal organizations, and nonprofits. We provide a variety of services in four core areas: economy & governance, court & justice, training & facilitation, and tech & communication. The TWG office is headquartered in Olympia, WA at the old McLane Firehall while most of our core team of consultants work remotely from Michigan to Alaska to Portland. We are a *family* business so; the office environment reflects all the things one might expect from three owners who are closely related. We are casual, we love to cook, and our office parking garage is literally a bay full of boats. We are water people. The team continues to grow and includes consultants working on various schedules.