Operations Manager
POSITION DESCRIPTION

Established in 2007 as a 501(c)3 non-profit, Kupu empowers future generations to create a more sustainable, pono Hawai‘i. Kupu accomplishes this by partnering with conservation and sustainability focused agencies throughout the state and pacific in providing hands-on service opportunities which educate and mentor young adults and emerging professionals to become stewards of our communities and environment. Since 2007, Kupu has risen to meet the increasing demands of the green job sector by engaging over 3,000 youth in the areas of conservation, sustainability and environmental education. Kupu affirms the Hawaiian notion of “ma ka hana ka ʻike” or “in working one learns.” This approach has led to the creation of hundreds of service-learning opportunities which assists in the development of Hawai‘i’s emerging professionals in the green job sector while supporting over 150 conservation and sustainability organizations across Hawai‘i and the Pacific region.

Mission
“To empower youth to serve their communities through character-building, service-learning, and environmental stewardship opportunities that encourage integrity (pono) with Ke Akua, self, and others.”

Program/Department Goals
Kupu’s Environmental Leadership Development Initiatives programs aim to provide opportunities which engage emerging professionals in the conservation and sustainability fields and build skills which will assist in personal and professional development. Kupu is able to offer these opportunities through partnerships with conservation and sustainability-focused organizations throughout the state of Hawai‘i and Pacific. Kupu’s program opportunities offer valuable experiences for program participants while providing additional support to Hawai‘i’s conservation and sustainability efforts.

Program Goals:
- To open pathways which support further engagement in the conservation and sustainability fields
- To provide opportunities which assist in personal and professional development
- To partner in conservation and sustainability efforts throughout the state and pacific

Position Overview
The Operations Manager will provide oversight in the development and execution of Kupu’s Environmental Leadership Development Initiatives programs. In partnership with Kupu staff, the Operations Manager will work to develop and maintain standardized processes and systems to increase the quality, efficiency, and consistency among programs. The Operations Manager will serve as a resource for program staff in executing goals/benchmarks, program initiatives and events.

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Type: *Full-time*
Location: *Honolulu, HI*
Reports to: *Chief Operating Officer*

**Position Duties**
Primary duties for the Operations Manager includes, but is not limited to, the following:

**Program Delivery**
- Develop and execute organizational and program benchmarks in partnership with Kupu staff.
- Utilize program data to ensure required deliverables and benchmarks are accomplished
- Regularly evaluate program performance for means of continued improvement and effectiveness
- Develop, support, and maintain healthy communication throughout the organization as needed
- Engage COO to ensure programs are executed in alignment with Kupu’s mission, goals, and needs
- Support COO in maintaining strategic relationships

**Operations**
- Support in the management of day to day program operations including: grant and contract development and implementation; functions and events; and management of program records
- Support and/or develop systems to improve program recruitment, marketing, HR, member enrollment, partnerships, partnership management and growth
- Policies & Procedures
  - Support in the development of policies and procedures in alignment with program needs (e.g. program, administrative, financial, etc.)

**Supervision**
- Provide supervision of staff to development of a strong and cohesive team
- Support in providing training and developmental opportunities
- Ensure staff are informed, prepared, and accountable to execute duties and responsibilities
  - Provide guidance and direction as needed
- Staffing
  - Partner with program staff in hiring decisions
  - Payroll and timesheet support as needed
  - Support in management of staffing salaries

**Program Administration**
- Program Finances
  - Collaborate with program staff to ensure finances are managed and executed in alignment with financial policies and requirements
  - Support in the creation and oversight of department budgets
- Program Admin
  - Collaborate with program administrative team in ensuring administrative systems and requirements are upheld

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Position Requirements
Candidates must meet the requirements below in order to be considered for the position:

- Must be available 40 hours a week
- Must be available for periodic travel
- Must meet Kupu’s criminal history background check requirements
- Minimum Bachelor’s Degree in Business Management or related field
- Minimum 5 years experience managing and executing programs or projects
- Minimum 5 years experience leading and managing teams
- Extensive experience managing finances and budgets of a program or department
- Strong familiarity with grant and contract management
- Strong written and oral communication skills
- Strong interpersonal and relationship developing skills

Preferred Qualifications
It is preferred that the applicant has the following:

- Experience managing similar professional development-focused programs
- Experience in related social impact and/or conservation and sustainability focused fields

Apply: Interested applicants can apply at: https://www.hrsymphony.com/hrs/apply/1614/J5T8

*This description is not designed to be a complete list of all duties and responsibilities required for this job

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