



Position Description: Director of Operations and Vendor Management

Benefits in Action is a nonprofit organization dedicated to supporting our diverse community with a focus on the elderly and underserved, to improve their understanding, access, and utilization of food- and health-related benefits to enhance food security, health, and well-being. In 2022, Benefits in Action provided services to more than 14,000 individuals by assisting them with Medicaid, Medicare, Connect for Health, SNAP, food delivery, and issues related to social isolation. Volunteers are an integral part of our organization.

About the Role:

The Director of Operations and Vendor Management at Benefits in Action is responsible for the operation of the organization, including finances, grant management, human resources, volunteer management, telephonic programs, and food delivery and warehouse management. Many of these responsibilities are currently outsourced and the Director will manage those contracts and relationships.

The Food Delivery program works closely with our telephonic programs, volunteer programs, and our warehouse partners. The Director of Operations and Vendor Management will provide oversight for this program as well as for warehouse operations, shared with Lifespan Local. oversight of Marketing and Communications, Community Expansion, Serve Spot, and Development.

The Director of Operations and Vendor Management will be responsible for setting the course for Benefits in Action for future years through the development and implementation of a strong operations plan to ensure the organization remains well funded and sustainable financially for the future.

The Director will be responsible for regular and accurate data, data analysis, and grant reporting that is attributed to this position.

The Director will ensure all staff and volunteers maintain HIPAA protocols, utilize reporting tools accurately and efficiently, provide exceptional customer service to clients, and work according to Benefits in Action culture and values.

The Director of Operations and Vendor Management reports to the Executive Director, serves on the leadership team, and works closely with other Directors and operations staff to ensure staff and volunteers meet and maintain productivity and efficiency goals, and are compliant with grant budget and responsibilities. The Director of Operations and Vendor Management models appropriate behavior and work style to all staff.

Education/ Work Requirements:

- Bachelor's and/or master's degree in accounting, healthcare management, human resources, or related field and/or work experience required.
- 2-4 years' work experience in a related field
- Knowledge of HIPAA practices
- Knowledge of non-profit accounting.

Other Required Strengths:

- Demonstrated experience working with diverse populations.
- Supervisory experience
- Strong computer skills and program proficiency
- Strong written and verbal communication skills
- Strong organizational, logistical and time management abilities
- Ability to manage multiple projects at one time.
- Ability to work with individuals and organizations at all levels.
- Ability to be flexible and work on a passionate team.
- Willingness to jump in where needed.
- Maintains a valid driver's license and adequate insurance for transportation to meetings/appointments.
- Experience with Microsoft 365 and SharePoint preferred.
- Bilingual (Spanish/English) preferred.

Position Type/ Work Schedule: This is a full-time, exempt position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Benefits in Action.

Compensation & Benefits:

- \$60,000 - \$75,000 annually (depending on experience)

- Medical/Dental/Vision/Life Insurance/Short- and Long-Term Disability/Retirement
- Paid time off benefits (holiday, sick, vacation)

How to Apply

If you are interested in the role, please provide a cover letter and resume to careers@benefitsinaction.org.

Benefits in Action is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Benefits in Action prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all employees.