



Operations Manager

Reports to Executive Director

Position Summary

The Operations Manager provides leadership and oversight for the daily operations of the Senior Center and Meals on Wheels program. This position supports program management, administration, compliance, community engagement, fundraising, communications, volunteer coordination, and organizational operations. The Operations Manager serves as the Executive Director's designee during absences and provides operational leadership to ensure effective service delivery and alignment with the organization's mission and strategic goals.

Key Responsibilities

Leadership & Operations

- Oversee daily operations of the Senior Center and Meals on Wheels program, including program schedules, facility calendars, activities, special events, and day-to-day administrative functions.
- Provide leadership, supervision, and support for staff, volunteers, and program operations.
- Serve as the Executive Director's designee during absences.
- Assist with organizational planning, operational improvements, and implementation of policies and procedures.
- Support general office and organizational operations and perform additional duties as assigned.

Program & Community Services

- Monitor program quality, client satisfaction, and effective delivery of services.
- Support the development and maintenance of community partnerships and relationships.
- Coordinate volunteer recruitment, scheduling, training, and recognition.
- Oversee kitchen staff and operations.
- Deliver Meals on Wheels routes when staffing needs are required.

Administration, Compliance & Human Resources

- Ensure compliance with grant requirements, organizational policies, and applicable federal, state, and local regulations.
- Maintain administrative systems, records, licenses, certifications, and organizational procedures.
- Assist with grant reporting and required administrative documentation.
- Support human resources functions, including onboarding, training coordination, and personnel documentation.

Financial, Board & Donor Support

- Serve as a backup to the Executive Director for payroll processing and financial reporting.
- Complete local bank deposits and accurately record cash, checks, and PayPal donations in the donor management system.
- Maintain accurate donor records and coordinate donation acknowledgments, thank-you letters, and annual charitable contribution tax letters in collaboration with the Bookkeeper.
- Support Bookkeeper and Executive Director with annual financial audit by locating and scanning requested documents.
- Assist with Board meeting preparation and related correspondence.
- Support fundraising events, including sponsorship tracking, donation records, donor stewardship, communications, and recognition activities.

Sunshine House Mission: To provide quality nourishment and social enrichment in the lives of seniors, the homebound, and disabled in Alpine and Marathon, Texas.

**Communications**

- Develop, schedule, and publish social media content promoting programs, services, and events.
- Prepare the client monthly and donor quarterly newsletter, including maintaining mailing lists and coordinating production and mailings.
- Support organizational communications.

Technology & Facilities

- Troubleshoot routine technology issues involving computers, phones, printers, software, and internet services.
- Coordinate with outside technology vendors when professional assistance is required.
- Support general facility, office, and administrative systems as needed.

Preferred Qualifications

- Bachelor's degree in Business Administration, Public Administration, Human Services, Nonprofit Management, or a related field; equivalent experience may be considered.
- Three to five years of progressively responsible supervisory or management experience.
- Excellent leadership, organizational, communication, and interpersonal skills.
- Strong computer proficiency, including Microsoft Office and database management.
- Ability to manage multiple priorities, meet deadlines, and maintain accuracy and attention to detail.
- Valid Texas driver's license with an acceptable driving record.
- Must obtain and maintain a Texas Food Manager's License.
- Experience working with older adults, senior services, nutrition programs, or Meals on Wheels preferred.
- Nonprofit management, fundraising, grant administration, donor management, social media, community event, or volunteer program experience preferred.

Work Environment & Compensation

- *Monday-Friday, full-time* position in Alpine, TX. Occasional weekend work is required.
- Benefits include healthy living bonus, paid holidays and paid time off
- Salary commensurate with experience ranging between \$40,000-\$45,000 annually

Submit application and resume to Executive Director, Sylvana Diaz in person or
director@sunshinehousealpine.com

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