

COMMUNITY FOUNDATION OF SARASOTA COUNTY

JOB PROFILE

Title: Manager, Business Operations
Date: 1/10/25
Reports to: Chief Financial Officer
Supervises: NA
Status: Exempt

Purpose:

This position plans, delivers and supports technology solutions that ensure optimal data access, usage, and efficiency throughout the organization. The incumbent regularly evaluates and monitors how data and system tools (most notably, the Enterprise Resource Planning [ERP] platform) are utilized, via collaboration and engagement with teams and leadership, and regular communication with the managed service provider (MSP), all to ensure thoughtful planning and delivery of technology solutions. To be successful in this role, the incumbent will have relationship-building, communication, customer service and business operations/process strength, along with a solid, data-driven technology foundation.

Responsibilities/Essential Functions:

- Engage team members to evaluate how they utilize technology systems/tools throughout the organization and whether the systems themselves are meeting business needs. Identify what's working efficiently, if there are challenges/disruptions to workflow or reliability of data, effectiveness of reporting tools; and any process improvements needed to ensure maximum utilization, among other issues.
- Analyze team data findings and make recommendations for process, usage or system improvements; partner with the Foundation's MSP to assist in creating plans for delivering solutions that best align with operational needs, while minimizing impact to end users.
- Provide in-house training on technology tools to ensure a strong knowledge base among existing and new employees.
- Serve as first level technical support for team members; escalate to MSP as necessary and follow-up to ensure satisfactory resolutions.
- Coordinate system updates, most notably for the ERP platform (Foundant), SharePoint, and Office365. Communicate with necessary stakeholders to ensure smooth implementations.
- Produce custom reports, as needed.
- Coordinate administration of IT licenses and equipment, in partnership with MSP.
- Participate in the annual budgeting process for technology needs and capital purchases.
- Stay current on industry best practices, especially those related to the ERP platform.
- Other duties as assigned, based on business needs.

Qualifications:

- Bachelor's degree in a business or technology-related field.
- Minimum 5 years in a collaborative, operational role where identifying user needs along with data-driven solutions were a primary focus; nonprofit or foundation experience desirable.
- Highly developed communication and interpersonal skills, along with a passion for creating innovative and process-based solutions to resolve challenges.
- Strong project & time management skill along with critical thinking and follow-through skills.
- Proficiency with MS Word, Outlook, PowerPoint and Excel.
- Proficiency with database and ERP tools; experience with Foundant highly desirable.
- Ability to self-support on basic computer and/or network problems.