



## **Operations and People Manager**

Nest is a New York City based 501(c)3 nonprofit committed to furthering global workforce inclusivity, gender equity, and cultural preservation through responsible development of the global craft sector. Through holistic programming, Nest is reimagining the future of work and advocating for the interests of overlooked artisan and maker businesses to advance gender equity and deepen economic inclusion for women and vulnerable populations in the United States and around the world. Through a comprehensive suite of programs, Nest supports over 1,600 micro and small businesses as they develop their operations to access meaningful market opportunities and achieve long-term success.

Nest is a fully remote company, so the Operations and People manager is vital to our success. We need to support our people: providing guidance and support in such areas as HR Compliance, DEI work, hiring practices, employee onboarding and engagement, minimizing turnover and guiding our team's experience through the employee life-cycle. Additionally, to be efficient and effective in this remote setting, we need to carefully oversee and manage our suite of communication and productivity tools including our computer equipment, and other technology systems. This role will report to the Director of Finance and the Chief Operations and Finance Officer.

### **Duties and Responsibilities:**

#### **Employee Support**

- Be the main point of contact for staff with concerns – providing direction to solutions or answers and/or elevating larger concerns to executive leadership
- Assure the organization's culture, hiring and performance management processes are competitive and high functioning
  - Develop and lead equitable and consistent hiring processes across the organization with special emphasis on expanding the recruiting network to attract a diverse pool of candidates of the highest caliber
  - Implement and improve a dynamic onboarding experience for each new hire, making sure core values are intrinsic to the process
  - Develop and lead separation process for departing employees including conducting exit interviews and synthesizing learnings
  - Create and maintain employment records related to events such as hiring, termination, leaves, transfers or promotions
- Develop, operationalize, and monitor both performance evaluation processes and continuous feedback methods, working with executive leadership to ensure goals are met
- Make revisions or updates to company's employee handbook as necessary on an annual basis
- Support the logistics planning of staff retreat(s)

#### **Technology**

- Manage our internal and external communication and productivity technology solutions to promote effective and widespread use of our tools

- Manage our G-Suite; controlling internal and external users, resolving security or usage issues, monitoring error reports and responding as needed and providing guidance and best practices for data management in Google Drive
- Provide guidance, best practices and team wide trainings for implementation and use of our Project Management software, Asana
- Establish guidance and best practices for effective, asynchronous communication throughout the organization
- Develop a company wide system to provide staff with office suite software, security software, and cybersecurity training
- Manage all computer and telephone purchases; maintain accurate records of equipment, develop and manage policies for replacement/upgrades

#### Administrative Support

- Administer benefit programs such as health insurance, vacation, sick leave, and leave of absence
- Ensure compliance with all local, state, and federal laws, working with our external payroll and external state registration service providers
- Oversees and manages Nest's relationship with our Global Payroll provider to ensure that contracted employees are in compliance with local laws and Nest policies
- Structures and manages comprehensive HR Public digital filing systems, including company policies, procedures, current job descriptions, etc.
- Manage our staff expense reporting process through SAP Concur

#### Requirements

- Bachelor's degree in Business Management or Human Resources preferred
- Minimum of 3 years' experience in project & office management
- Ability to work as part of a team with little direct supervision
- Strong Microsoft Office (Excel, Word, PowerPoint, SharePoint, etc.) skills; Knowledge of Asana is a plus
- Experience with G-Suite Administration (permissions, data storage, user set-up and management)
- Strong communication skills, both written and verbal
- Strong customer service, time management, communication, and interpersonal skills
- Ability to adapt and thrive in a growing and changing environment
- Strong organizational skills with the ability to work independently, manage workload, and meet deadlines required

#### Salary and Benefits

Nest offers competitive salaries determined using nonprofit salary rate guides published annually in major US cities. The salary will ultimately be determined based on previous experience and geographic location of the selected candidate, with an expected range between \$55,000 to \$75,000.

Additionally, Nest provides an annual contribution of 10% of your salary directly into a SEP IRA retirement account on your behalf, with no matching required. For full time employees, Nest provides full medical insurance coverage (medical, dental, vision) and covers 50% of dependents. One vacation day is accrued each month (annual total of 12 days) plus an additional 17 days for recognized Holidays and our annual break at the end of December through New Year's Day. All travel costs, when required, will be covered by Nest.

## **Instructions for Applying**

Nest believes that a strong work ethic, professionalism, and willingness to learn could be just as important as checking off the box for technical skills on any job description and actively discourages potential candidates from self-rejecting.

Nest is dedicated to providing equal employment opportunities to all individuals based on job related qualities and ability to perform a job, without regard to age, sex, gender identity or gender expression, sexual orientation, parental or marital status, race, national origin or ancestry, genetics, natural or protective hairstyles worn, veteran or active military status, religion or religious expression, visible disability, invisible disability, neurodiversity, psychiatric diagnosis, or other protected class.

To be considered, please send your interest to [marta@buildanest.org](mailto:marta@buildanest.org) and we will send instructions for completing your application. The subject line should include your name and the position title.