

MSA Environmental
Job Description: Operations Manager

Title: Operations Manager

Reports to: Finance Manager

FLSA Status: Nonexempt, Part-Time: 20-24 hours per week

Wage Range: \$25.00 - \$30.00 per hour

The Operations Manager is responsible for the daily operational execution and optimization of MSA's business systems. This role ensures that administrative, financial, project-related, and marketing workflows are efficient, consistent, and accurate. The Operations Manager oversees these operational pillars, maintains the integrity of company data, and proactively identifies process improvements to streamline office operations, ensuring the business infrastructure supports MSA's mission and values.

Essential Responsibilities

Office & Facility

- Direct daily office operations to ensure a highly efficient and organized work environment.
- Manage vendor relationships, including IT services, office maintenance, and utility providers, ensuring cost-effective and timely service.
- Oversee inventory management and procurement strategies for supplies, equipment, and company materials to ensure budget alignment and availability.
- Maintain the integrity of physical and digital filing systems, establishing protocols for data management.

Financial Operations

- Administer the accounts payable and receivable processes, ensuring accuracy, timeliness, and adherence to company financial policies.
- Assist with and coordinate bi-weekly payroll processes, ensuring compliance and accuracy.
- Perform regular financial audits of expenses and receipts to maintain QuickBooks data integrity.

Contract & Project Systems Administration

- Own the intake and setup process for new clients and projects within BigTime (or current Project Management software), ensuring all project parameters are correctly defined.
- Coordinate and audit the contract lifecycle, from generation to execution, ensuring all documentation is compliant, accurate, and properly archived.
- Ensure project compliance by verifying insurance certificates, W-9s, and necessary contract documentation for all subcontracts.
- Produce high-level operational reports for leadership, providing visibility into project status and financial health.

Business Development & CRM

- Optimize CRM data integrity and usage protocols to support business development efforts.
- Establish and maintain quality control standards for marketing content (resumes, SOQs, web content), ensuring professional and consistent output.
- Oversee membership renewals, subcontractor registrations, and project opportunity monitoring, ensuring deadlines and requirements are met.
- Partner with the Business Development team in the execution of RFP/RFQ, estimates and proposals.

Operations

- Lead the logistics for internal meetings, field visits, and conferences, serving as the primary point of contact for operational needs.
- Identify inefficiencies in existing workflows and develop, document, and implement streamlined procedures.

- Manage company info@ email account

Other responsibilities

- Attend assigned company meetings
- Assist with other duties as assigned to support MSA's mission and daily operations

Position Requirements

- 3–5 years of office operations or administrative management experience in a small-business setting.
- Proficiency in Microsoft Office Suite and Google Workspace; proven ability to administer and configure operational software (e.g., QuickBooks, CRM, or Project Management tools).
- Process Improvement Mindset: Demonstrated ability to evaluate existing workflows, identify bottlenecks, and implement effective solutions.
- Strong data management skills: Accuracy and speed in handling multiple complex data sets and financial records.
- Education: Coursework or degree in Business, Finance, or a related field (preferred).

Skills and Abilities

- Autonomy: High degree of initiative; capable of identifying and resolving issues without direct supervision.
- Analytical Thinking: Able to interpret data and financial information to support decision-making.
- Effective Communication: Clear, professional, and collaborative, capable of explaining complex procedural topics to varied audiences.
- Project Management: Skilled in organizing moving targets, managing competing deadlines, and prioritizing the needs of multiple departments.
- Resilience: Adaptable to changing priorities and able to maintain professionalism and accountability under pressure.

Physical Requirements

- Ability to sit, stand, walk, and reach for extended periods.
- Ability to occasionally bend, crouch, or lift up to 25 pounds.
- Use of standard office equipment (computer, phone, copier, calculator).
- Work in an office environment with variable noise levels.