

OPERATIONS MANAGER

JOB OPENING



The Tennessee Higher Education Initiative (THEI) is a nonprofit organization working to disrupt systems of harm and create opportunities for autonomy and success by providing college access to people inside Tennessee prisons, preparing students for skillful re-entry, and reducing barriers to continued education and achievement. THEI is a grassroots, community organization committed to principles of harm reduction, healing, and centering the lived experiences of the people we serve. We engage in reimagining and building towards the world we want to see through systems work and direct service.

Tennessee Higher Education Initiative (THEI) seeks a full-time **Operations Manager**. Under the direction of the THEI Operations Director, the Operations Manager is responsible for the management and seamless execution of both long-term and day-to-day operations that enable THEI to fulfill its mission. As a key member of the operations team, the Operations Manager will implement and optimize internal organizational systems while ensuring operational excellence across all functions.

The position is full-time, based in our Nashville office with some occasional remote work. While this is not a programmatic role, THEI's mission is deeply embedded in every aspect of our operations, and candidates should expect to work in close proximity to our programmatic efforts. Priority will be given to applicants who understand the mission of THEI to be located within a larger social-justice movement and demonstrate a strong commitment to aligned work.

We seek applicants who have experience working in a non-profit and/or working in a prison environment; experience building infrastructure for a fast-growing organization; excellent organizational and strategic thinking skills; and a strong commitment to breaking cycles of poverty and incarceration. **We encourage folks who have been impacted by the criminal-justice system to consider applying.**

ESSENTIAL DUTIES & RESPONSIBILITIES

Financial Management & Compliance

- Manage financial operations including budgeting tracking, accounts payable/receivable, payroll processing, and monthly financial reporting
- Assist with coordinating annual audit processes and maintain audit-ready financial documentation
- Assist with monitoring organizational budgets in collaboration with program directors
- Implement financial controls and accountability measures



AUGUST 2025

Human Resources & Organizational Development

- Assist with HR functions, including recruitment, onboarding, and employee relations
- Implement HR policies and procedures that reflect THEI's values and legal requirements
- Coordinate professional development opportunities and organizational training initiatives
- Manage employee benefits administration and workplace wellness programs
- Oversee volunteer and intern programs, including recruitment, training, and management
- Support organizational culture development and staff retention strategies

External Relations & Community Engagement

- Support fundraising operations including donor database management, event coordination, and stewardship activities
- Manage vendor relationships, contracts, and procurement processes
- Oversee facility management and office operations

Office and Logistics Management

- Take a lead role on building management and facility maintenance of all THEI offices by acting as a liaison with building management and external contractors.
- Provide office support including inventory and ordering office supplies and program supplies, as well as basic support for printers, computers, and other office equipment.
- Maintain regular hours at THEI's Nashville offices, creating some consistency for visitors, volunteers, and vendors. Greet and assist visitors, ensuring a welcoming and professional environment
- Coordinate meetings, conferences, and events, handling logistics and scheduling.
- Respond to general inquiries and requests via phone, email and in person in a timely and professional manner.

Technology & Information Management

- Oversee distribution and tracking of agency technology and software systems and coordinate outside support as needed
- Ensure data security, privacy compliance, and information governance protocols
- Coordinate technology training and support for staff
- Manage website content and digital presence in coordination with communications efforts



Strategic Operations & Systems

- Design, implement, and continuously improve organizational systems and processes that support THEI's mission and strategic objectives
- Collaborate with the Director of Operations to ensure operational alignment with organizational strategy
- Lead cross-functional process improvement initiatives to enhance efficiency and effectiveness
- Maintain operational policies, procedures, and best practices
- Assist with organizational risk management and develop contingency planning protocols
- Support strategic planning processes through operational analysis and recommendations

REQUIRED CAPABILITIES, SKILLS, & KNOWLEDGE

- Bachelor's degree with 5+ years of progressive operations experience in nonprofit organizations
- Demonstrated experience in financial management, including budgeting, financial reporting, and grant compliance
- Proficiency in nonprofit accounting software (QuickBooks), database management (Salesforce), and Microsoft Office Suite
- Strong understanding of nonprofit governance, compliance requirements, and best practices
- Excellent project management skills with ability to manage multiple priorities and deadlines
- Outstanding written and verbal communication skills
- Experience in human resources management and employment law compliance
- Strategic thinking ability with attention to operational detail
- Valid driver's license and reliable transportation
- Ability to travel to program sites across Tennessee
- Commitment to THEI's mission and values
- Openness to a work culture that is fast-paced and growing rapidly

COMPENSATION & BENEFITS

This is a full-time, exempt position with a salary of \$60,000 plus travel reimbursements, comprehensive medical/dental insurance, a monthly wellness stipend, Simple IRA with employer match, professional development opportunities, generous paid leave and holidays, and flexible work arrangements.



THEI is an equal-opportunity employer; all applicants will be considered for employment without attention to race, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Interested applicants should submit cover letter and resume to work@thei.org with "Operations Manager Position" in the subject line.

