

Business Operations Manager

Rochester Childfirst Network

Rochester, NY

Other

Posted on August 17, 2022

Job Description

Job Title: Business Operations Manager Department: Finance

Reports To: Director of Finance

FLSA Status: Exempt

Summary: The Business Operations Manager is responsible for managing a broad range of activities across the organization, including business processes, people operations, technology, and special projects. The person in this position serves a critical role as the “go-to” position within a fast-paced early care and education setting. We are looking for a professional who has a proven track record in forming positive and effective working relationships with team members; approaches each day and “problem” with flexibility; and possesses outstanding communication skills to monitor our organizations’ function and to help build processes that meet our business needs.

Primary Duties and Responsibilities include the following, but are not limited to.

Business Operations

1. Assists Director of Finance in managing front end business operations related to payroll, purchasing, and billing.
2. Under the Direction of the Director of Finance, contacts, and coordinates services with outside agencies to maintain optimal functioning of buildings and grounds.
3. Serves as primary point of contact and coordinator for various building-specific projects, including, but not limited to significant building repairs as well as program-related projects.

People Operations

1. Coordinates and ensures completion of required documentation per OCFS regulations for all agency employees.
2. Creates onboarding schedule for new hires with relevant staff and participates directly in the onboarding experience by providing information on agency policies and procedures.
3. Works with Program Directors to coordinates fieldwork experiences for students from local colleges in childcare or the preschool classrooms.
4. Develops and implements annual training calendar for Corporate Compliance and monitors completion.

Technology

1. Serves as primary contact with the agency's IT vendor and troubleshoots issues with office equipment, phones, internet connectivity and other technological issues as needed.
2. Works in collaboration with the agency's IT vendor to ensures Cyber security practices and policy is up to date.
3. Other duties as assigned.

Supervisory Responsibilities:

This position does not include any supervisory responsibilities.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to stand, walk, reach with hands and arms and carry and move objects. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, and taste or smell. Specific vision abilities required by this job include ability to see color.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions.

The work environment can be busy, especially at different times during the day. The noise level in the work environment is usually moderate.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to calculate figures, compare quotes from various vendors, and work within budget.

Reasoning Ability:

Ability to solve practical problems across various situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Outlook, Microsoft Office, spreadsheet software, payroll systems, and internet software.

Education/Experience:

Minimum of a Bachelor's degree in Business Administration, Business Management, Business Operations, Business Studies or a related field. A minimum of 2 years' experience, preferably within a early childhood educational setting or non-for-profit mission-driven setting.

Knowledge, Skills, and Other Abilities:

- Strong interpersonal skills, including working with diverse learning styles
- Effective oral and written communication skills
- Effective time management skills, including planning and execution

- Project management skills
- Effective problem-solving skills
- Professionalism
- Highly organized and detailed oriented

Application Instructions

Contact: Send resume and any applicable documents to Shannon Birch - sbirch@rcn4kids.org

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