Operations & IT Manager Job Description

Organizational Overview:
Founded in 1994, the National Latina Institute for Reproductive Justice (Latina Institute) builds Latine power to fight for the fundamental human right to reproductive health, dignity, and justice. We center Latine voices, mobilize our communities, transform the cultural narrative, and drive policy change. We amplify the grassroots power and thought leadership of Latine across the country to fuel a larger reproductive justice movement.

Position Overview:
The Operations & IT Manager plays a central role in ensuring smooth and consistent organizational operations across NLIRJ's office locations and remote workforce. Reporting to and under the strategic direction of the Director of Operations & IT, this hybrid position provides organization-wide support for facilities, IT systems, and administrative operations. The Manager is responsible for overseeing day-to-day operational logistics, managing vendor and building relationships, coordinating technology and equipment needs, and leading cross-departmental projects. A high level of project management expertise is essential, as this role is responsible for planning, executing, and tracking large-scale organizational initiatives that span multiple teams and locations. This role requires adaptability, problem-solving, and the ability to balance multiple priorities while delivering responsive, high-quality service aligned with NLIRJ's mission. This role does not have any direct reports.

Location:
The Latina Institute operates as a remote organization but requires certain roles to be based in specific locations or to work in a hybrid capacity. This role must be based in Washington, D.C. The Operations and IT Manager must work from the Washington D.C. office 2 days per week.

Responsibilities (Include but are not limited to):

Operations & Facilities Management

- Serve as the primary point of contact for building management, facilities vendors, and service providers across multiple offices (DC and other sites as needed).
- Manage office logistics including security systems, space planning, improvements, and relocations.
- Oversee organizational supply chains, access controls, and emergency communication systems.

- Support organizational events and retreats, coordinating logistics, travel, and vendor services.
- Conduct periodic facilities and operations audits to ensure compliance with safety, security, and organizational standards.
- Oversee receipt, distribution, and tracking of organizational mail and packages at the DC office; ensure timely forwarding of mail to staff or departments.
- Maintain mail logs and coordinate with Finance and Programs for sensitive or time-critical materials.
- Execute operational plans and updates developed by the Director to ensure consistency and alignment across the organization.

Technology & Systems Support

- Manage day-to-day IT support requests, providing troubleshooting and coordinating with vendors for escalated issues.
- Maintain IT and operations inventories, including hardware, software licenses, and digital tools.
- Track and manage distribution of organization-owned equipment (laptops, phones, hotspots, software licenses, etc.), including shipments to and from remote staff.
- Oversee administration of communication systems (RingCentral, WhatsApp emergency distribution, etc.).
- Work with the Director to implement IT policies and ensure adherence to cybersecurity and data security protocols.
- Coordinate staff onboarding/offboarding for IT and operations systems.
- Support implementation of cybersecurity initiatives and related systems as directed.

Project & Vendor Management

- Serve as the organization's project management lead, ensuring that complex, cross-departmental initiatives are delivered on time, within scope, and within budget.
- Develop and maintain project management frameworks, tools, and standards (e.g., Asana or equivalent) to support organizational consistency.
- Facilitate project team meetings, track milestones, and escalate risks to senior leadership when needed.
- Lead projects to upgrade operational systems, implement new digital tools, or streamline workflows across departments.
- Manage vendor contracts, monitor vendor performance, and provide recommendations to leadership.
- Maintain up-to-date records of contracts, policies, and organizational assets.
- Support organization-wide initiatives such as IRS lobbying recordkeeping, reporting processes, and compliance.

Cross-Organizational Support

- Provide responsive support to staff across all departments for operational and IT-related needs.
- Partner with HR and program teams to deliver operations/IT training during onboarding and throughout the employee lifecycle.
- Draft and disseminate internal communications regarding operational updates, policies, and technology standards.
- Support the Director in preparing departmental reports and budget tracking.

What you will need to be successful:

- Bachelor's degree in Business Administration, Information Systems, Public Administration, or related field required; Master's degree preferred.
- 5–7 years of progressive experience in operations, facilities, or IT management, with at least 3 years in a project management capacity leading complex, multi-stakeholder initiatives. Experience in a nonprofit, mission-driven organization strongly preferred.
- Proficiency in Microsoft Office, SharePoint, and project management tools (Asana strongly preferred). Comfort with troubleshooting IT issues and managing digital collaboration tools.
- Demonstrated expertise in project management is required. Proven record of leading large, cross-functional projects, developing project plans, and managing resources. PMP or equivalent certification strongly preferred.
- Excellent communication skills, both written and verbal. Strong relationship-builder across staff, vendors, and leadership.
- Ability to travel up to 15% for onsite support. Must be able to work hybrid with minimum two days per week in the DC office.
- Bilingual (English/Spanish) strongly preferred.

Employee Status: Full time, exempt 40 hours per week.

Benefits: The Latina Institute offers excellent benefits for our employees. Some highlights of our comprehensive package of include:

- Medical, dental, and vision plans
- Vacation, Wellness and Sick PTO
- 401K Retirement plan with a 3% employer match

- Paid parental leave
- $1000 towards professional/wellness development

Salary: $75,000-$85,000

Application Procedure: Please send your resume and cover letter via e-mail to jobs@latinainstitute.org. Please include in the subject line: Applicant – Operations & IT Manager.