



Operational Services Manager Position Description

Job Title	Operational Services Manager	Hiring Manager	Denise M. Carter
Department	Mayor's Office of Community Empowerment and Opportunity (MCEO)	Revision Date	
Salary Range (optional)		Application Deadline	
Position Type	Support Staff		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

Agency Description

MCEO is the Community Action Agency for the city and county of Philadelphia. MCEO seeks to align the city's efforts to lift individuals and communities out of poverty and increase opportunities for low income individuals and families using a "collective impact" model. The agency also acts as a convener, funder, and evaluator contracting with a wide variety of grantees to advance CSBG supported initiatives in benefit access, housing security, learning preparedness, financial security, and workforce development. To learn more about MCEO poverty goals please refer to the Shared Prosperity website <http://sharedprosperityphila.org/plan/>.

Position Summary

MCEO is seeking an Operational Services Manager to plan, direct, and coordinate supportive services for the department. A results-oriented candidate that works well with others and accomplishing tasks on time and with attention to detail, accuracy and thoroughness. Primary responsibilities include records and information management, facility management, and contract administration. Duties include coordinate the purchase of goods and services; perform inventory maintenance; oversee management of departmental reports and records; oversee fleet management procedures; and other duties as assigned. The Operational Services Manager reports to the Director of Operations in MCEO.

Essential Functions

- Maintains electronic records of purchase order requisitions and balances of accounts.
- Prepares purchase requisitions and contracts for office equipment, furniture, and supplies.
- Resolves requisition problems such as delivery delay and discrepancies in billings; contacts vendors to determine progress of specific requisitions.
- Maintains departmental records of vendor billings and payments.
- Prepares reports showing current status and progress; determines methods and procedures to improve requisitioning.
- Maintains inventory records and reports for accuracy and completeness.
- Performs fleet management duties including overseeing preventative maintenance, vehicle usage log, generating usage reports, and cost controls.
- Coordinates the agency-wide record retention process.
- Oversees scheduling of appointments and distribution of employee access badges.
- Coordinates repairs and maintenance with Building Manager.
- Performs other duties as required.

Competencies, Knowledge, Skills and Abilities

A successful candidate is a dynamic, committed individual with strong organizational and interpersonal skills.

- Knowledge of inventory management and the care, adjustment and operation of computers and office equipment.
- Strong written and oral communication, vendor negotiations, and strategic thinking.
- Ability to learn administrative operations as it pertains to the needs of the department; establish and maintain effective working relationships with department, associates, and vendors.
- Proficient with Microsoft Office tools (e.g. Word, Excel, PowerPoint, etc.)

Qualifications (Education and Experience)

An Associate's degree from an accredited college and two years of experience in managing administrative operations and inventory management or in an area related to the duties described.

A Valid Driver's License is a required.

Preferred Education

Bachelor's degree from an accredited college or university

Additional Information

Successful candidate must be a City of Philadelphia resident within six months of hire.

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<http://www.phila.gov/humanrelations/Pages/default.aspx>