



Position Title: Operations Manager
Reports To: Executive Director
Department: Administration
Status: NON-EXEMPT – HOURLY
Schedule: 40 hours per week; Monday - Friday, including occasional evenings and weekends. Specific schedule will be agreed upon with your supervisor. Hours to be completed on-site at Raphael House's confidential location.

Salary Range: \$31.05-\$35.45 per hour starting range, depending on experience;(above \$33.25 per hour reserved for those who exceed qualification criteria for position); additional \$.50 per hour offered if bilingual in English and Spanish. *Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid twice monthly.*

Benefits: Raphael House offers a full range of benefits to full-time staff including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee



Assistance Program with robust supportive resources; and extensive professional development opportunities.

Position Summary:

Under the supervision of the Executive Director and as an active member of the Management Team, the Operations Manager ensures that Raphael House functions safely, effectively, and efficiently. Serving as a project manager, this role drives projects forward across departments and oversees day-to-day operational systems, including information technology functions and facility needs to support staff and program delivery. The Operations Manager manages key vendor relationships and contracts related to operations and technology, ensuring timely, cost-effective, confidential, and high-quality services. This position provides trauma-informed, strengths-based supervision to the Office Manager and Facilities Coordinator and fosters a positive, respectful, and collaborative work environment. A detail-oriented problem solver and natural dot-connector, the Operations Manager brings strong project management expertise, technology know-how, and excellent interpersonal and communication skills to all aspects of the role.

Raphael House is currently negotiating our first contract with ILWU Local 5; This position is not union eligible.

Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. **Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.**

There is no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share what transferrable skills, experiences, and qualities you bring to the table!



About Raphael House

Since 1977, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 2,000 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon 7 times! In 2021 and 2023, we placed in the top 15th amongst medium-sized agencies. We were also named one of the best Green Workplaces in 2019, 2021, and 2024.
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.



- You get to take part in life-changing and life-saving work and help create a world without violence!

Essential Operations Manager responsibilities:

- General Agency Operations: Work with the management team and across departments to continually build successful operations that best address organizational needs, while enhancing and sustaining Raphael House's internal capacity. Identify and resolve gaps, and help to operationalize strategies.
 - Grow the efficiency of existing organizational processes, and help create and maintain new systems, with a focus on efficacy, cost-saving, and sustainability.
 - Provide inter-departmental project management and guidance, to ensure deadlines and goals are met.
 - As supervisor to the Office Manager and Facilities Coordinator, ensure proper oversight of the following:
 - Timely support of employee needs regarding office equipment, technology, and facility.
 - Office management responsibilities including vendor management, and security of all technology, equipment, and supplies.
 - Monitor facility processes and status to ensure high levels of safety for staff and participants; maintain compliance with Occupational Safety and Health Administration (OSHA) guidelines and serve as co-chair of the safety committee.
 - Direct facility management projects in collaboration with the Facilities Coordinator, including planning for potential future capital needs.
 - Serve as a back-up for essential functions of the Office Manager and Facilities Coordinator when they are unavailable.
 - Partner with Program Management to optimize use of all Raphael House spaces, ensuring facilities remain safe, accessible, and operational for program delivery.



- Leadership: Contribute to the overall leadership of the agency as an active member of the Management team. Work together to ensure that strategy, growth, and structure are in alignment with Raphael House’s mission, while promoting organizational values of equity, inclusion, and trauma-informed care.
- IT Support: Serve as the primary IT point person, liaising with the organization’s IT service providers to ensure all technology systems are operational, secure, and well maintained.
 - Troubleshoot on-site IT issues directly or through supervision of office staff, including hardware setup, system updates, and basic technical support.
 - Coordinate the setup, assignment, and maintenance of phones, computers, and other technology for new and existing staff.
- Project Management and Vendor Relations: Manage office and facilities-related vendors, serving as the primary point of contact as assigned, regularly assessing vendor performance, pricing, and service quality to ensure cost effectiveness and reliability.
 - Plan, manage, and track projects to ensure timelines, deliverables, and priorities are met; proactively addresses delays or barriers to completion.
 - Maintain knowledge of industry trends and best practices, and make recommendations for improvement.
- Other duties as assigned.

Supervisory Responsibilities: This position supervises the Office Manager and Facilities Coordinator.

What we ask of all candidates:

- A passion for Raphael House of Portland’s mission and values. You want to build a future free from violence and oppression!



- An understanding of – and/or a desire to learn more about – the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, board, community partners, and vendors.
- Ability to use mature judgement in decision-making or conflict resolution and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress and in our community living environment.
- Legal authorization to work in the United States.

Qualifications:

- 3-5 years of experience in non-profit project management and leadership.
- 3-5 years of experience supporting organizational IT operations, including troubleshooting hardware and software issues and maintaining server and network systems.
- At least 3-5 years of experience in personnel management and supervision.
- Extensive experience leading multiple projects through to successful completion, with proven ability to simultaneously organize, prioritize, and manage competing initiatives effectively.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.



- Ability to perform the physical requirements of the position, including lifting and moving items weighing up to 40 pounds and completing indoor and outdoor facilities tasks as required.
- Excellent writing, editing, and communication skills with an eye for detail.
- Experience and interest in being a positive leader in agency-wide strategy and day-to-day operations.
- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director OR expectation that training will be completed within first six months of employment (provided).
- Ability to read, write, and understand English.
- Ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities required. Current valid driver's license, safe driving record, and willingness to operate agency vehicles preferred.
- Occasionally available outside normal working hours, including on evenings and weekends.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions. Must be able to move throughout and around our building and other sites; and lift up to 40 pounds, as needed. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Please submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Emmy Ritter, Executive Director, at eritter@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** No



phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5119.

Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

