



Puertas Abiertas Community Resource Center Operations Manager

Position Summary

Puertas Abiertas Community Resource Center is seeking a highly organized, collaborative, and solutions-oriented Operations Manager to support the day-to-day operational functions of the organization. This role plays a key part in strengthening organizational systems, improving internal processes, and ensuring the organization operates efficiently and sustainably while remaining grounded in community-centered values. The position also provides operational and administrative support related to fundraising systems, donor management, and organizational sustainability efforts.

The Operations Manager will oversee internal operations related to administration, human resources coordination, facilities, technology systems, compliance, and vendor management. This position works closely with the Executive Director and staff team to help strengthen systems that support the continued growth, effectiveness, and long-term sustainability of Puertas Abiertas.

The ideal candidate is adaptable, proactive, detail-oriented, and passionate about supporting mission-driven work that serves Latine, immigrant, and underserved communities throughout Napa County.

Puertas Abiertas values a collaborative, team-oriented environment where staff support one another across programs and organizational needs. Team members may occasionally assist with outreach, community events, workshops, client support, and other organizational activities as needed.

Key Responsibilities

Organizational Operations & Administration

- Oversee daily office operations, facility needs, internal systems management, maintenance coordination, and vendor relationships
- Identify opportunities and implement improvements to increase efficiency, communication, and operational effectiveness
- Coordinate organizational projects, timelines, and implementation of key operational priorities
- Create and maintain operational tools, trackers, and dashboards to improve accountability and coordination
- Maintain organizational records, policies, and operational documentation
- Oversee technology systems, equipment management, and digital infrastructure needs
- Assist with board and committee operational needs as needed

Human Resources

- Support maintenance of employee records, personnel files, and HR compliance documentation
- Coordinate benefits administration, trainings, staff policies, and employee handbook updates
- Work alongside HR consultants and vendors to ensure compliance and strong internal systems
- Help foster a positive, collaborative, and culturally grounded workplace environment

Financial & Administrative Coordination

- Support administrative coordination related to budgets, invoices, contracts, reimbursements, and vendor management
- Support the finance team with accounts payable, expense tracking, vendor contracts, and budget monitoring
- Assist with grant and contract compliance tracking, reporting deadlines, and document organization
- Coordinate operational support for audits, insurance renewals, and organizational filings
- Work closely with accounting and administrative partners to improve systems and reporting processes

Development & Donor Systems Support

- Oversee donor database and CRM management, including maintaining accurate records and gift tracking
- Assist with administrative coordination related to fundraising campaigns, donor communications, sponsorships, and events
- Support grant and fund development systems organization
- Help strengthen internal fundraising systems, donor stewardship processes, and organizational data management
- Coordinate acknowledgements, donor records, and other development-related administrative tasks as needed

Qualifications

- Minimum 3–5 years of experience in operations, administration, nonprofit management, or related fields
- Strong organizational, project management, and problem-solving skills
- Experience coordinating multiple priorities in a fast-paced environment
- Strong communication and interpersonal skills with the ability to work collaboratively across teams
- Ability to maintain confidentiality and handle sensitive information professionally
- Experience with nonprofit operations, HR coordination, budgeting, or compliance preferred
- Proficiency in Google Workspace, QuickBooks, and organizational systems/platforms
- Bilingual English/Spanish strongly preferred
- Understanding of and commitment to culturally grounded, community-centered work

Desired Qualities

- Mission-driven and community-oriented

- Highly organized and detail-oriented
- Flexible and adaptable
- Strong initiative and follow-through
- Collaborative leadership style
- Calm under pressure and solutions-focused
- Passion for supporting Latine and immigrant communities

Compensation & Benefits

- Salary range: \$72,000–\$80,000, depending on experience
- Full-time, exempt position
- In-person position based in Napa, California

About Puertas Abiertas Community Resource Center

Puertas Abiertas is a trusted home and advocate that strengthens the Latine community through culturally grounded programs, services, and support. Through case management, cultural wellness programs, education, advocacy, and community partnerships, Puertas Abiertas works to create a stronger, healthier, and more connected community in Napa County.

We primarily serve Latino families, immigrants, farmworkers, multi-generational households, and individuals working in essential industries including hospitality, agriculture, and service sectors.

To Apply

Please submit a resume and cover letter. Professional references will be requested from finalists.

Applications can be sent to: info@puertasabiertasnapa.org

Puertas Abiertas Community Resource Center is an equal opportunity employer committed to creating an inclusive and welcoming workplace.