

Seeking Part-time Operations Manager

Therapy Center of Philadelphia is seeking a dynamic person to join our team and support the mission as the Operations Manager. The Operations Manager (OM) reports to the Executive Director and oversees all the operations of the organization including fiscal, development, human resources, and executive director support.

This is a 25-hour a week salaried part-time position in TCP's Center City location (Fridays required). Compensation is \$18 an hour. Paid time-off is included.

Primary Responsibilities

The primary responsibility of the Operations Manager is to oversee the administrative operations of the organization. They are the direct support to the Executive Director, the Board of Directors, and clinical staff. Main responsibilities include:

Fiscal

- Manage annual fiscal audit
- Process all client payments
- Manage all bank deposits and any banking issues
- Collaborate with accountant
- Submit third party billing documents
- Support insurance credentialing processes

Operations

- Process bills and communicate/trouble-shoot with vendors
- Maintain all insurance policies (terms, renewals, audits)
- Manage all non-profit regulatory requirements
- Maintain physical space – therapy rooms, waiting area, etc.
- Oversee all agency equipment – copier, telephones, computers
- Order all supplies and keep within budget
- Manage printing needs
- Manage all marketing supplies

Human Resources

- Set up and conduct orientations for new staff
- Support staff around client payments, TCP policies, etc.
- Manage HR files
- Support staff development (trainings, travel, meetings, etc.)

Executive Director / Development Support

- Provide support preparing grant applications, attachments, legal documentation, final reporting
- Provide board development support and set up meetings
- Support individual donor campaigns and annual fundraiser events
- Support ED in budget monitoring
- Oversee staff meeting preparation and minute taking
- Provide support as needed on various projects, fundraising events, and any other administrative task that arises

Qualifications

Therapy Center of Philadelphia seeks a person who is energetic and flexible, has a strong attention to detail, and experience running the daily operations of a non-profit office setting. They will be able to interact with many people throughout the day (therapists, Executive Director, intake coordinator, vendors, providers, etc.) while also managing administrative needs in a timely manner.

We are also seeking a person who supports our mission and is committed to racial equity and trans-affirming mental health work for low-income women and transgender communities.

Strong candidates will have the following experience and capabilities:

- Stellar customer service skills
- Excellent written and communication skills
- Strong attention to detail
- Fiscal management skills including payroll, banking, and accounting
- Strong computer skills in MS Excel, Word, etc.
- Ability to multi-task and trouble-shoot problems in the moment
- Highly organized with the ability to efficiently structure their time
- Ability to take initiative and work independently
- Be flexible and able to be interrupted with immediate needs
- Knowledge of social media platforms
- Experience with Constant Contact
- Experience with Salesforce preferred
- Experience with insurance billing preferred

To Apply:

Please submit a Cover Letter and Resume to: ed@therapycenterofphila.org **No Calls Please.**

About Therapy Center of Philadelphia (www.therapycenterofphila.org)

Therapy Center of Philadelphia (TCP) is a community-based mental health non-profit founded on the belief that psychotherapy and trauma work do not have to be pathologizing, stigmatizing, or unaffordable. TCP offers an alternative mental health model of healing that attends to people's identities and experiences of oppression within the therapy relationship and client's life. To honor this mission, TCP strives to be

financially accessible, racially equitable, and trans-affirming in all of its services and operations. It offers this framework to over 350 adult women, transgender, and gender non-conforming clients a year.

Located in Center City and West Philadelphia, TCP provides psychotherapeutic services on a sliding fee scale, including individual, couples, and group psychotherapy, trauma-sensitive yoga, EMDR/trauma therapy, and a program for LGBT prospective parents. TCP also hosts an annual symposium for mental health clinicians to gather and explore emerging topics at the forefront of the clinical field.