

Capable individual needed to manage the oversight of three social enterprise operations in a lively local non-profit. Responsibilities include personnel management, business operations, business development and evaluation, budget management and contract management. Project Place has served adults experiencing homelessness for more than 42 years and is an Equal Opportunity Employer. Position includes competitive pay commensurate with experience, 401K with employee match, health and dental cafeteria plan, and generous vacation, sick and holiday allowances.

Job Title: Business Manager
Reports to: Director of Social Enterprise
Position Type: Full Time

Responsibilities Include:

- **Personnel Management**
 - Recruit, hire, orient, evaluate and supervise client staff of drivers, loaders, and facility engineers while accurately maintaining personnel paperwork
 - Develop working relationships with clients in order to train them in the basics of job readiness
 - Work with Director of Client Services and Operations Manager to evaluate clients' job competency and to implement skill building programs
 - Participate in client seminars on job skills, safety, vocational skills and other topics
- **Business Operations, Development & Evaluation**
 - Travel to business contract sites in order to train and supervise Facility Engineers, ensuring proper implementation of services, high work quality and increased client understanding
 - Efficiently and effectively supervise daily enterprise activities including loading of trucks, delivery of product, machine repair and inventory management
 - Manage necessary documentation of enterprise activity including inventory, account management and solicitation, promotion efforts, etc. while overseeing client involvement in these tasks
 - Maintain and manage business account needs through superior customer service and immediately work with the Executive Director to resolve problems
 - Build and maintain strong relationships with business district partners in order to anticipate and satisfy their needs
 - Develop and implement business methods, standards, and practices for quality control, inventory and invoicing of businesses
- **Budget, Financial & Contract Management**
 - Purchase, inventory and maintain enterprise equipment and supplies
 - Assist in development of enterprise budgets and monitor and reconcile enterprise expenses
 - Accurately and efficiently schedule, plan and execute enterprise contracts while ensuring quality standards are met
- **Programmatic Responsibilities**
 - Work with Director of Client Services and Operations Manager to effectively manage programmatic growth in order to maximize client benefit and experience
 - Maintain regular communication with Director of Client Services regarding disciplinary actions
- **Other tasks as assigned by the Executive Director**

Qualifications: MBA and prior operations management preferred. Valid Massachusetts Drivers license required. Demonstrated communication, interpersonal skills and a willingness to work as a team member are a must. Prior supervision experience required. Sensitivity to issues surrounding homelessness and passion for organizational mission needed.

Please send information to:

Suzanne Kenney
Executive Director
Project Place
1145 Washington Street
Boston, MA 02118
skenny@projectplace.org (put Business Manager in subject line)