

OPERATIONS AND SYSTEMS SENIOR MANAGER, POSITION DESCRIPTION AND ANNOUNCEMENT OF VACANCY
September, 2025

About Encuentro:

Encuentro's mission is to transform New Mexico into a thriving community for all of its residents. We do this by engaging with Latinx immigrant adults in educational and career development opportunities that build skills for economic and social justice.

Encuentro's success stems largely from the deep-seated trust established with the local community, its cultural accessibility, and the immigrant leadership of its staff and board. By engaging closely with community, Encuentro stays abreast of adult immigrant learners' needs to inform and support responsive program design. Encuentro is committed to providing educational experiences that build individual and community knowledge, leadership and community power.

Position Overview

Encuentro is seeking candidates for an Operations and Systems Senior Manager. This position serves as a critical strategic and operational leader, working in close partnership with the Executive Director and the senior leadership team to ensure excellence across Encuentro's internal operations. This role provides oversight and leadership for the organization's core operational functions, including organizational compliance and administration, finance, human resources, and facilities management. The Operations and Systems Senior Manager is responsible for building and maintaining systems that ensure financial health, compliance, and sustainable growth, organizing and overseeing daily operations and ensuring that the organization is well-coordinated across its many different funding sources and programs.

This position will serve as a key strategic partner in strengthening internal infrastructure to meet evolving needs. The area of responsibility for this role is very wide and requires patience, vision, and entrepreneurship. The ideal candidate will be a solutions-oriented leader with the ability to plan and execute across a wide range of operational activities, often with minimal supervision. Equally important is the ability to collaborate meaningfully across lines of difference—including gender, race, ethnicity, age, culture, and educational background—with humility and intention. A systems-thinker with a strong equity lens and a commitment to our mission will thrive in this role and help shape how we operate, grow, and lead with purpose.

Key Responsibilities

Financial Stewardship and Oversight (60%)

- In collaboration with the CPA, oversees payroll, accounts payables and receivables, including cost accounting in alignment with the annual budget and specifications/restrictions of current funders.
- Regularly monitors spending and financial performance to ensure compliance with contract requirements and alignment with organizational goals.
- Delivers regular financial reports to directors and assists them in conducting programmatic financial analyses and projections.
- In collaboration with the CPA contractor and the Executive Director, provides oversight of budget development, financial planning, and fiscal monitoring processes, including narrative and data justifications.
- Provides oversight and guidance and proactive preparation for audits and site visits.
- Contributes to financial risk assessment and mitigation strategies.
- Supports updating and development of fiscal policy and protocol drafting and implementation; with the skill and experience background to ensure alignment at the fiscal and operational levels.

- Reviews financial reports for the Executive Director, Board of Directors, and funders, to ensure compliance, transparency, and accountability.

Operational Leadership and Oversight (20%)

- Supports facility and IT maintenance and improvements to ensure security, safety and efficiency.
- Provides high-level oversight of daily operations and administrative functions to ensure efficiency, effectiveness, and alignment with organizational priorities, as well as to ensure compliance with state, and federal laws, policies, and regulations.
- Monitors and continuously improves operational policies and procedures, ensuring they are clear, up-to-date, and consistently applied.
- Leads organizational risk management efforts, proactively identifying and addressing operational, financial, compliance, and reputational risks.

Human Resource Management (20%)

- Oversees enforcement of internal procedures and controls, and problem resolution.
- Leads and oversees new hires process, including orientation to benefits and organizational systems, and supporting leadership team with on-boarding activities.
- Helps manage professional/technical and support staff on both a professional and administrative basis, including support and oversight of work schedules, paid leave accumulation and time off.

Organizational Strategy & Leadership (10%)

- Recommends and participates in the development of organizational policies and procedures.
- Serves as a trusted advisor and thought partner to the Executive Director, contributing to organization-wide strategy and decision-making.
- Supports the Board of Directors and its committees with timely, data-informed operational updates.

The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity.

Qualifications

- Minimum two years' experience in operations leadership, preferably in non-profit or human services sectors, with focus on finance administration, human resources and operations management.
- Strong familiarity with accounting principles.
- Skilled in budget preparation, fiscal management and personnel management.
- Ability to analyze and interpret complex financial and operational data and prepare business reports, projections, and recommendations. Skilled in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Demonstrated ability to manage multiple operational areas simultaneously, including strong team and project management skills.
- Exceptional organizational and problem-solving abilities.
- Advanced verbal and written communication skills and the ability to work with a wide range of constituencies in a diverse community.
- Program planning, development, implementation, and leadership skills.
- Ability to develop, plan, and implement short- and long-range goals.
- Ability to provide technical guidance and leadership to professional staff and program participants
- Excellent computer skills, including proficiency with QuickBooks, Microsoft Office Suite and Google systems

- Commitment to Encuentro's mission and values, with a deep understanding of the role operational excellence plays in advancing equity and justice.

Preferred Qualifications

- Bilingual English/Spanish

Other Requirements

- Some evening hours and weekend availability are required to attend board meetings, and for community and networking events.
- While performing the duties of this job, the employee is regularly required to sit, talk, or listen as well as stand; and walk. The employee must occasionally lift and/or move up to 35 pounds. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Salary and Benefits

This is a full-time, exempt position. We are seeking a Senior Manager (salary range \$60,000–\$70,000). Exceptional candidates with extensive leadership experience may be considered for a Director-level appointment (salary range \$70,000–\$85,000).

Encuentro recognizes the value of creating an environment of positive work/life balance, acknowledging that investing in staff's ability to take care of themselves and their families enables them to do their best work.

Encuentro's benefits package includes:

- 80% of Individual Employee Health Premium paid by Encuentro.
- Access to a 401K plan and discretionary employer match.
- Paid Time Off:
 - 15 vacation days in Year 1 (2 added per year, up to 10 more)
 - Company paid federal holidays in addition to the week of Thanksgiving, 8 days winter break, 1 week spring break, and other days as established in coordination with the local public-school schedule.
 - Sick leave: 4 hours accrued per pay period
- Hybrid remote work options.

Benefits may be subject to change at any time based on changes to the organization's budget.

This job announcement is for informational purposes only and is subject to change and modification without notice. This job announcement includes a non-exhaustive list of responsibilities, qualifications and requirements of the position, but does not necessarily include all the job functions of the position.

How to Apply

For consideration, please submit the following to info@encuentronm.org:

- Letter of Intent (max 2 pages) explaining:
 - Why you're applying
 - Relevant experience
 - Knowledge of Latinx immigrant issues
 - Alignment with the responsibilities and qualifications
- Resume in English

Subject line: "[Your Full Name] Operations & Systems Mgr"

For more info, visit: www.encuentronm.org. No phone calls please. Email questions to: info@encuentronm.org