



Job Opening - Business Manager

The Justice and Mercy Legal Aid Center (JAMLAC) is a faith-based non-profit charitable organization (501c3) that provides full civil legal representation for family law, immigration law, and limited civil matters. Our mission is to seek justice for people who are struggling with poverty and oppression in a way that affirms their dignity and strengthens their capacity to positively direct their own lives.

JAMLAC is currently seeking interested applicants for a full-time Business Manager. JAMLAC is prepared to hire an exceptionally qualified candidate as soon as possible.

Position Summary:

JAMLAC is seeking an experienced Business Manager to lead and oversee daily activities. The ideal candidate will have a sharp business sense and proven success in managing multiple departments for maximum productivity. This person will be highly skilled in human resources, finance, and IT management, and be able to develop and maintain an environment of trust, diversity, and inclusion within the JAMLAC team.

General Expectations:

- Know and support JAMLAC's Mission, Vision, and Values.
- Punctuality and commitment to work.
- Appropriate office attire/business casual (casual/informal dress on Fridays).
- Appropriate conduct with clients and staff (confidentiality, respect, courtesy, concern).
- Meet regularly and build positive working relationships with JAMLAC Staff.
- Maintain personal work timesheets for payroll and grant reporting.
- Contribute to the ongoing development of organizational systems, protocols, and processes within JAMLAC.
- Participate in JAMLAC related advocacy, outreach, and media/communications.
- Participate in JAMLAC workshops and community events, as requested and appropriate.
- Participate in JAMLAC retreats, team building, fundraising, and other events, as requested and appropriate.
- Maintain constant communication with managers, staff, and vendors to ensure efficient office operations.
- Develop, implement, and maintain quality assurance protocols.
- Increase the efficiency of existing processes and procedures to enhance JAMLAC's internal capacity.
- Ensure that JAMLAC operational activities remain on time and within budget.
- Track staffing requirements, hiring new employees as needed.

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Business Manager Specific Responsibilities:

- Ensure all operations are executed in an appropriate, cost-effective way.
- Improve operational management systems, processes and best practices.
- Manage equipment, including printers, phones, internet, and computers.
- Purchase office materials, plan inventory, and oversee office efficiency.
- Manage HR policies, ensuring processes remain legally compliant with all HR requirements.
- Maintain personnel HR files.
- Gather and manage monthly employee timesheets and vacation usage.
- Recruit, train and supervise staff, including onboarding and offloading.
- Manage Information Technology support with IT service provider.
- Formulate strategic and operational objectives.
- Examine financial data and use it to improve profitability.
- Manage budgets, balance sheets and forecasts.
- Liaison with Benefit Insurance Agency and manage employee benefits.
- Ensure all business and employer insurance requirements are met.
- Develop processes to increase customer service quality. Collect client surveys and client/community feedback to evaluate services
- Maintain, nurture, expand, develop, and collaborate existing and future partnerships with community service providers, advocates, and community volunteers.
- Coordinate office/staff requirements with facility manager/landlord, including establishing and executing foul weather plans and emergency safety protocols.
- Gather and provide requested and/or needed information for grant reporting.
- Organize and maintain organizational files/documents including employee handbook, LEP plan, Board of Directors list, non-discrimination policies.
- Assist in moving JAMLAC forward in Diversity, Equality, and Inclusion.
- Assist in nominating staff/organization for awards and honors.
- Contribute to collecting data for annual report and annual financial audit.
- Work closely with accountant to reconcile finances.
- Gather and approve credit card expenses/order new credit cards, if needed.
- Coordinate logistics for staff trainings.
- Participate in Board meetings as needed, including assisting with logistics and scheduling.

*Job tasks can be added or subtracted from the above lists at the discretion of JAMLAC.

Compensation

Salary is competitive and commensurate with experience ranging from \$50,000-\$63,000 depending on education and experience. We provide a generous benefits package, including employer annual retirement contribution, healthcare benefit or healthcare stipend option, generous Personal Time Off, flexible work schedule, hybrid work schedule, over 14+ paid holidays, vacation, self-care and well-being emphasis (including counseling availability and self-care time off) and December holiday office closure at full pay.

To Apply

Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. Submit via email only: 1) cover letter, 2) resume, and 3) a list of three professional references. Include "Business Manager" in the subject line. Please email application materials directly to Steve Thompson, sthompson@jamlac.org.

POSITION OPEN UNTIL FILLED