

Lancaster County Food Hub
812 North Queen Street
Lancaster, PA 17603

Position Title: Business Operations Manager & Facilities Coordinator

Reports To: Executive Director

Status: Exempt, Full Time

Job Summary:

The Business Operations Manager & Facilities Coordinator is responsible for overseeing the day-to-day administrative, accounting, operational, and facility functions of the organization. This role ensures that organizational systems, physical spaces, staff support functions, and operational processes run efficiently and effectively in support of the mission of Lancaster County Food Hub.

Working closely with leadership, program staff, volunteers, vendors, and community partners, the Business Operations Manager & Facilities Coordinator serves as a central operational resource for the organization and helps maintain a safe, organized, and mission-driven environment for clients, staff, and stakeholders.

Essential Duties & Responsibilities

Operations & Administrative Management

- Lead daily administrative and business operations of the organization; develop and maintain efficient operational systems, workflows, and internal procedures.
- Maintain organizational records, related vendor relationships, contracts, policies, and operational documentation.
- Assist leadership with strategic operational planning and organizational initiatives.
- Support Executive Director as assigned

Financial & Budget Support

- Manage accounts payable, accounts receivable (donations and other income), credit card reconciliation and vendor payment processes; coordinate outsourced accounting partners.

- Work with Advancement team to ensure timely gift processing and donor acknowledgement.
- Assist with budget preparation, expense tracking, and financial reporting.
- Serve as central contact and coordinator for yearly financial audit and reporting
- Support compliance with nonprofit financial policies and donor restrictions.

Human Resources & Staff Support

- Support HR contractor with employee records management, HR compliance, insurance and retirement management, and onboarding/offboarding processes
- Support volunteer onboarding and operational coordination as needed.

Facilities & Property Coordination

- Oversee the maintenance of facilities; participate in repairs and projects as needed.
- Coordinate building and fleet maintenance, service agreements, repairs, inspections, custodial services, and vendor relationships; ensure facilities cleanliness is compliant with Serve Safe regulations
- Develop and implement safety procedures, emergency preparedness, and facility compliance requirements.

IT Liaison

- Serve as the primary point of contact between the office and IT teams or external vendors.
- Coordinate and communicate technology-related requests, issues, and updates to relevant stakeholders.
- Facilitate communication between departments and IT to ensure timely resolution of technical problems.
- Assist in troubleshooting and follow-up on IT service requests.
- Maintain documentation of IT-related agreements, schedules, and project updates.

Compliance & Governance

- Maintain operational files and documentation related to licensing, inspections, contracts, and compliance reporting.
- Support leadership and Board committees with operational reporting and documentation as needed.

Education, Requirements, and Competences:

- Bachelor's degree in nonprofit management, business administration, operations, or related field preferred; equivalent experience considered.
- Minimum of 3–5 years of experience in nonprofit operations, office management, basic accounting, facilities coordination, or administrative leadership.
- Experience with bookkeeping, budgeting, vendor management, and organizational operations.
- Knowledge of facility operations, safety procedures, and nonprofit compliance requirements.
- Strong organizational, project management, and problem-solving skills.
- Ability to manage multiple priorities in a fast-paced, mission-driven environment.
- Proficiency in Microsoft Office and familiarity with accounting, HR, and database systems.
- Strong interpersonal and communication skills with the ability to work collaboratively across teams.
- Valid PA Driver's License
- PA Criminal Background Check and PA Child Abuse are required

Work Environment & Physical Requirements

- Combination of office, warehouse, and community-facing work environment.
- Ability to move throughout facilities and occasionally lift or move supplies up to 25 pounds.
- Occasional evening or weekend work may be required for events or operational needs.

Reporting Structure

- Reports to the Executive Director
- Works collaboratively with program staff, finance partners, HR contractor, volunteers, vendors, and community stakeholders.

Position Impact

This role is essential to maintaining the operational strength and facility readiness of Lancaster County Food Hub. The Business Operations Manager & Facilities Coordinator helps ensure that organizational systems, people, and physical spaces support effective service delivery and a welcoming environment for the community.