

Business Operations Manager/HR Partner

Position Overview

The Business Operations Manager/HR Partner is responsible for managing core business operations while serving as a key human resources contact for employees and leadership. This role supports billing, customer service, office administration, accounting, employee records, hiring processes, payroll coordination, budgeting, and internal communication. The ideal candidate is proactive, detail-oriented, confidential, and comfortable working in a role where priorities can shift quickly.

Key Responsibilities

- Oversee day-to-day office operations and help maintain efficient administrative systems, procedures, and workflows.
- Support customer service operations by assisting with account questions, billing matters, service requests, payment processing, and problem resolution.
- Coordinate human resources functions including hiring support, onboarding, employee records, policy communication, benefits administration, and confidential personnel matters.
- Assist with payroll preparation, timekeeping review, leave tracking, and related documentation.
- Maintain accurate records, reports, files, correspondence, and documentation in accordance with organizational policies and applicable requirements.
- Work closely with management, staff, vendors, customers, and board representatives to support effective communication and follow-through.
- Monitor office supplies, contracts, renewals, insurance documentation, compliance deadlines, and other administrative needs.
- Help identify process improvements that strengthen customer service, employee support, accountability, and operational efficiency.

Qualifications

- Previous experience in business operations, office management, human resources, accounting support, or a related administrative leadership role, along with a 2- or 4-year degree in one of these fields or a related field.
- Strong organizational skills with the ability to manage multiple responsibilities, deadlines, and priorities.
- Excellent verbal and written communication skills, including the ability to work professionally with employees, customers, vendors, and leadership.
- High level of confidentiality, judgment, accuracy, and attention to detail.
- Proficiency with common office technology, business software, spreadsheets, records management, QuickBooks, and customer or billing systems.

- Ability to work independently, solve problems, follow through on tasks, and adapt in a busy office environment.

Desired Attributes

The detail-oriented candidate will be professional, energetic, dependable, and service-minded, with a willingness to take ownership of responsibilities and contribute to a positive workplace culture. This position is well suited for someone who enjoys variety, values accuracy, and takes pride in helping employees, the board of directors, and sees that customers receive reliable support.