

Business Operations Manager

About Gill 'Ewa Lands, LLC

Gill 'Ewa Lands encompasses 1,600 acres in the southern tip of the Wai'anae mountains on O'ahu, stretching from Manners Beach to the peak of Mauna Kapu. The property supports agricultural enterprises such as ranching, nursery operations and silviculture. It is also home to Camp Pālehua, which offers outdoor adventure and environmental education. The mission of Gill 'Ewa Lands, LLC is to restore the health of the Wai'anae Mountain ecosystem at Pālehua. We work to preserve and protect the land's important biological, cultural, economic and historical resources.

Job Description

Gill 'Ewa Lands (GEL) is seeking a full-time Business Operations Manager for our downtown Honolulu office. This individual will play a crucial role in overseeing the day-to-day operations: managing projects in tandem with our community partners and implementing improvements to organizational processes, all under the guidance of our Executive Team. We are looking for a candidate with outstanding communication skills and a proactive attitude.

Operations

- Under the direction of the Executive Team, develop, implement, and review operational policies and procedures and incorporate them into short and long-term planning.
- Plan, prioritize, and manage medium and large projects in cooperation with community partners, vendors, and licensees. Ensure project scope and execution align with the GEL mission, the business case, benefit objectives and timeline.
- Create and employ appropriate growth, productivity, risk mitigation and governance strategies to address regulatory and company-specific requirements.
- Ensure that operating expenses are managed effectively, taking into consideration prioritized projects and maintenance requirements.
- Collaborate with Executive Team and Accountant to develop and manage the operations budget, ensuring cost control and profitability for a land management company.

Community Connections

- Build partnerships and collaborate with local and regional organizations that provide support and services for conservation, agriculture, silviculture, sustainable energy, telecom, and other projects that align with the mission of the organization.
- Represent GEL in a professional and responsible manner when communicating with others both inside and outside the company.
- Create an environment where community partners are engaged, empowered, and committed to the success of collaborative goals set in conjunction with the company.
- Develop collaborative relationships acting as a well-respected, trusted partner with whom others want to work.
- As needed, be present for company participation in select annual community events, such as conservation conferences and other relevant events.
- Participate in weekly, monthly and quarterly planning processes as needed.

- Provide prompt communication to Executive Team of any operational issues, including corrective action or alternative suggestions when necessary.
- Support grant-related deliverables and assist partner organizations and licensees with grant management.
- Be prepared to accept new responsibilities and adapt to changes in procedures and processes and work as a part of a broader interconnected community of organizations.
- Attend meetings and site tours with prospective licensees and Executive Team.
- In partnership with office staff, collaborate with GEL consultants in negotiating licensee contract renewals.
- Develop and maintain strong relationships with current and prospective commercial clients and negotiate favorable terms and agreements for new and renewed license agreements.

Office Management

- Oversee other GEL employees.
- Periodically evaluate the performance of each employee and provide effective and timely feedback.
- Identify high potential talent and build effective succession plans for the needs of the business.
- Ensure accurate tracking of employee PTO.
- Provide guidance and support for office staff to proactively mediate and resolve any client concerns regarding licensed assets.
- Evaluate current state of processes across the organization. Identify problems and opportunities. Propose solutions aligned with GEL mission with high value to the core business. Build and present business cases as needed.
- Analyze financial and operational data, identify trends, and provide insights for decision-making and process improvement.
- Remove non-value added activities. Monitor controllable expenses to achieve the assigned expense target.
- Use process improvement and business analysis techniques to drive projects to completion and evaluate benefits realized.
- Oversee office staff creation of Quarterly Reports.

Qualifications:

Bachelor's Degree in Business Administration, or related field, or equivalent work experience required

2+ years of management experience

- Previous supervisory, project/risk management, budgeting and management reporting experience required.
- Must possess comprehensive knowledge of organizational and operations management
- Must have experience with data collection, analysis, and reporting.
- Able to track work efforts to completion.
- Must have excellent analytical and supervisory skills; strong time management and critical thinking skills; and strong leadership and interpersonal skills
- Strong written and verbal communication skills and proven ability to communicate clearly and professionally with individuals at all levels, internally and externally.

- Proficient in using productivity software and cloud-based knowledge management systems.
- Proficient in most of the following, or similar programs: Microsoft Office Suite (Word, Excel, PowerPoint), Google Drive, video communication platforms (Zoom, Microsoft Teams, WebEx), Quickbooks, and Asana.
- Familiarity with computer operating systems, printers, copiers, faxes and scanners, and other office equipment.
- The ability to travel between sites from downtown Honolulu to mauka of Makakilo.
- The ability to perform duties at a computer and/or desk in the field.
- The ability to lift 35 pounds.
- Must have a valid driver license

Desired Personal Qualities

- Passionate about conservation, clean energy, and connecting people with the 'aina.
- Goal-driven, highly organized, and receptive to constructive feedback.
- Be transparent, flexible, and operate with integrity.
- Displays ownership and accountability - asks for help when needed, prioritizes competing assignments, communicates frequently, and follows through with minimal supervision.
- Demonstrated ability to exercise excellent judgment and discretion in handling highly confidential information.

Working Conditions

The Business Operations Manager generally works a standard work week, Monday through Friday, but will at times be expected to work evenings or weekends to accommodate program activities and events.

GEL offers the following benefits to eligible employees, including:

- Medical and Dental Insurance (waiting period may apply)
- Workers' Compensation
- Paid Time-Off Program and Company-Paid Holidays
- Mileage Reimbursement when driving to the property in the Waianae Mountains.

Job Type: Full-time, Salaried position

Pay: From \$70,000

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

DISCLAIMER: This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of the Employer.