

MARSHALL COUNTY COMMUNITY FOUNDATION and UNITED WAY OF MARSHALL COUNTY

JOB DESCRIPTION

Position Title: Operations Manager
Status: Non-Exempt/Regular
Hours: 8:00 am – 5:00 pm
Reports to: Executive Director

SUMMARY OF POSITION

The Operations Manager is responsible for developing, implementing, enhancing and monitoring MCCF/UWMC operational activities that ensure proactive and continuous quality improvement and performance. This role is responsible for overseeing daily operations and administrative functions, managing resources, schedules and logistics, overseeing financial activities including accounts payable and accounts receivable, and improving internal processes to enhance efficiency.

QUALITIES AND QUALIFICATIONS

Minimum Requirements

- Bachelor's degree preferred.
- 5 years of relevant professional experience in office administration and financial management.
- Bookkeeping, accounting or operations experience with extensive use of business accounting software or financial services and/or financial services systems experience.
- Stable employment history with a high degree of integrity, responsibility, and trust.
- Demonstrated proficiency with the Microsoft Office Suite (Word, Excel, and Outlook) and relational database programs, and the aptitude to learn new programs quickly and support others in their learning and utilization of software programs.
- Experience with QuickBooks, Foundant's Community Suite, and Upic's Donation Tracker preferred.
- Commitment to improving quality of life for those who work and live in Marshall County
- Valid driver's license or other access to reliable transportation.

Interpersonal and Communication Skills

- Professionalism and high quality customer service orientation, with outstanding collaboration and verbal and written communication skills.
- Self-starter who takes initiative and adapts to ever-changing conditions and priorities with calm

Planning and Organizational Skills

- Excellent time management and attention to detail
- Excellent analytical and problem-solving skills
- Follow through and integrity, especially when working independently, and ultimate discretion regarding confidential matters.

MARSHALL COUNTY COMMUNITY FOUNDATION and UNITED WAY OF MARSHALL COUNTY

JOB DESCRIPTION

ESSENTIAL FUNCTIONS

Office Management

- Oversee daily office operations, ensuring a welcoming and efficient work environment.
- Greet visitors, answer MCCF/UWMC phones and monitor generic email, handling needs or engaging appropriate team members.
- Handle incoming and outgoing mail and packages, manage office supplies, equipment and maintenance, oversee vendor contracts and services, and coordinate facility repairs and orders as needed.
- Coordinate scheduling and use of the Community Rooms, ensuring they are maintained and prepared for meetings and events.
- Oversee the MCCF/UWMC Information Technology platforms, including implementation of best practices and protocols for the management of databases, IT security and operational audits.
- Provide technology assistance and issue resolution, including phone system, computers and office machines. Partners with contracted IT support firm to navigate IT issues.

Administrative Support

- Collaboratively design and implement operational enhancements and new ways of working related to internal processes and systems management, engaging staff to ensure effective adoption and use.
- Lead MCCF/UWMC pursuit of organizational effectiveness, including compliance with laws, regulations, organizational memberships, accreditations and registrations (e.g. National Standards for Community Foundations, United Way Worldwide, etc.)
- Prepare and maintain documents, reports and correspondence for internal and external stakeholders.
- Manage review, update, and storage of organizational policies and procedures.
- Lead and/or participate in planning and coordinating special projects and events as assigned.
- Coordinate onboarding and offboarding activities for team, board, and committee members.
- Assist in volunteer recruitment, training and engagement.

Finance, Bookkeeping and Transaction Processing (Accounting and Finance)

- Manage all internal financial processes and maintain financial records, including processing financial transactions.
- Serve as liaison with outsourced accounting and finance and payroll and benefits providers
- Manage accounts payable processes, including invoice verification, data entry and timely payment to vendors.
- Oversee accounts receivable, including tracking donations and grants, generating invoices and ensuring accurate and timely collection.

MARSHALL COUNTY COMMUNITY FOUNDATION and UNITED WAY OF MARSHALL COUNTY

JOB DESCRIPTION

- Classify and assign revenue and expenses as appropriate; maintain accurate and organized supporting documentation.
- Handle bi-weekly payroll submission to payroll vendor.
- Assist in periodic review and negotiation of insurance policies and service contracts
- Assist in account reconciliation and preparation of financial and fixed asset reports as needed.
- Issue tax receipts and donor acknowledgements in compliance with IRS regulations
- Support annual reporting and audit processes
- Support Executive Director in financial planning, research and modeling.

Data and Records Management

- Coordinate and maintain thoughtful and intuitive electronic and physical filing systems to ensure easy document retrieval.
- Oversee management of MCCF/UWMC databases, giving and donor portals, implementing practices that promote the most efficient and impactful use of the database, including training and usage protocols.
- Support the planning and execution of annual and workplace campaigns, tracking revenue generation, donor retention, and providing progress reports as needed
- Develop, coordinate and manage internal operational reporting and dashboards on MCCF/UWMC objectives.

SPECIAL REQUIREMENTS *(includes equipment, hours, physical demands)*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- **Work Environment:** This position typically works in an office setting with a temperature-controlled environment.
- **Equipment:** This position is required to maintain a working knowledge of all office equipment including personal computers and printers, telephone systems, copiers, etc.
- **Hours:** This position typically works a full-time schedule Monday-Friday between the hours of 8:00 am and 5:00 pm but will require extended hours into weekends and evenings based on the schedule of activities. Hours may be adjusted during high production times or tight project deadlines.
- **Physical Demands:** Must be able to work at a desk for long periods of time. Must be able to speak over the phone and read written communications, as well as produce written communications. Must have access to reliable transportation with little notice. Must be able to lift, carry, and move lightweight office supplies such as personal computer.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.