

Operations Manager Position Description



Position Description:

The Great River Road Visitor and Learning Center Operations Manager will work under the guidance of the Executive Director (ED) to manage operations. The Operation Manager's main purpose is to provide strategic operational support to assist the ED. Long-term growth will depend on the continued promotion of successful programs and displays that attract community support, entice volunteers, solicit donations, and successfully compete for public and foundation funding.

Reports To: Executive Director

Part-time: 25-30 hours/week on average with opportunity for expanded hours up to full-time as the organization grows. Compensation based on experience.

Key Skills/Attributes:

- Leadership ability. High energy, with the ability to prioritize tasks.
- Comfort with staff and volunteer recruitment, development, supervision, education, retention and evaluation.
- Excellent communication skills, a sense of humor and adventure.
- Skills in human relations, communications, tact and diplomacy.
- Demonstrated financial management skills.
- Ability to manage projects that require coordination with volunteers, interns and contract personnel as well as with outside institutions and partners.
- Working knowledge of pertinent technology (multifunction copy machine, computer, internet, donor management software, POS system, and other relevant technology).

Key Responsibilities:

- Help maintain the donor database including data entry and report generation.
- Ensure that essential organizational processes are properly documented and followed.
- Oversee financial reporting for operations and maintain accurate financial records in QuickBooks Online, eTapestry, and Clover.
- Support programming and volunteer coordination in partnership with Executive Director, assistant staff, interns, and volunteers.
- Work with ED to create programming schedule and organize events.
- Oversee facility rental processes and practices to ensure that renters' information is properly documented and have the support that they need.
- Oversee welcome desk processes to ensure that visitors have an engaging and informative experience. This includes monitoring stock of brochures, ensuring that volunteers are entering their hours in tracking system, and other matters concerning the welcome desk.
- Represent the organization at regional tourism networks (e.g., WI GRR, Pierce County Tourism Coalition) and other partnerships when participation is connected to other key responsibilities.
- Support mission, vision, core values, and strategic objectives of the organization.

Position Qualifications:

- Strong interpersonal, oral and written communications, polished telephone manner.
- Able to manage projects that require coordination with volunteers, interns and contract personnel as well as with outside institutions and partners.
- Working knowledge of pertinent technology (multifunction copy machine, computer, internet, donor management software, POS system, and other relevant technology).
- Proven proficiency in Microsoft Office (especially Word and Excel) and Google products (Gmail, Calendar, Docs, Sheets, Forms and other apps in G-Suite).
- Data entry and report-generation experience. Familiarity with QuickBooks.
- Online, Clover POS system, and/or Blackbaud's eTapestry a plus.
- Familiarity with social media (especially Facebook) and event scheduling platforms (e.g., EventBrite).
- Able to proactively resolve issues, anticipate needs and meet deadlines with limited supervision.
- Strong organizational skills, ability to set priorities, juggle multiple tasks and organize time effectively in order to meet deliverables.
- Ability to pay close attention to detail, focusing on accuracy and quality.
- Able to work some evenings and weekends.
- Support and embody the mission, vision, values, and strategic objectives of the organization.
- Must be high school graduate. Prefer college degreed individual.
- For this job, you must successfully pass a criminal/DMV background check, and have a valid driver's license. There must be no dishonesty, theft, or violence-related misdemeanor or felony on your criminal record.
- Must speak and write English fluently.

Application Information:

- Applications due by September 2, 2021
- To inquire or apply, contact Israel Haas at israel@freedomparkwi.org or 715.262.0104.