



Companies That Care

# Communication and Operations Manager

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## SUMMARY

Conduct office and vendor management; event planning, data management; oversee support services, including finance, human resources, and marketing; support the President and Board of Directors through scheduling, correspondence and special projects. Play an integral role in branding, sustaining and growing the organization.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned.

### Office Management

- Oversee supplies and equipment inventory.
- Prepare office invoices and ensure timely payment
- Ensure a clean, safe, well-organized office.
- Manage office space lease agreement and building owner relations.
- Manage information technology, including computers, Wi-Fi, and telephone system, to ensure regular maintenance, timely repairs and cost effective information access and storage.
- Oversee cleaning and grocery shopping for office
- Collect and distribute mail
- Develop, update and manage the policies and procedures of the organization.
- Facilitate annual insurance renewals
- Develop and monitor contracts and agreements as needed

### Communication Management

#### Branding

- Serve as “face” of organization on phone and email
- Draft and distribute quarterly newsletter
- Establish connections to develop partnerships
- Compile annual calendar for organization
- Update website to reflect annual calendar, funders and program descriptions

#### Outreach Materials

- Coordinate and update all social media – Facebook, LinkedIn, Instagram
- Draft and distribute outreach and gratitude materials including letters, invitations, flyers, brochures
- Maintain Outreach and Development files
- Draft press releases and Op Ed articles to raise awareness about vision, outcomes, impact and need for college graduation

#### Event Planning

- Draft invitations and other marketing materials
- Plan logistics (venue and food) for all AIM High Touchpoint events
- Prepare office for all events held in office space



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- Plan and execute all Development events
- Coordinate registration, booth layout and materials for exhibiting at conferences
- Attend and manage all events

### **Data Management**

- Become a Salesforce.com expert and serve as resource to all staff
- Ensure all contacts are entered into Salesforce and categorized accurately
- Regularly clean and update data
- Run reports, as requested
- Set up templates and send thank you notes

### **Support Services Oversight**

#### **Finance**

- Oversee bookkeeping clerk; ensure information is entered into the accounting system accurately
- Resolve disputes with vendors
- Participate in Internal Controls and support Treasurer
- Participate in documenting and maintaining files for annual audit
- Maintain records in accordance with document management policy.

#### **Human Resources**

- Coordinate and consult on hiring, recruitment, performance, and termination.
- Administer and enforce personnel policies and provide guidance on personnel matters.
- Ensure that personnel files are maintained in an orderly and accurate manner.
- Facilitate staff and management team meetings, staff and management retreats, and communication.
- Ensure interns and volunteers and regularly recruited; collect and assign projects to interns; manage the intern and volunteer programs.
- Orient new staff, interns and volunteers
- Ensure sufficient supplies, furniture and equipment for staff, interns, volunteers and guests.
- Draft and submit ads for open positions. Manage interview process.
- Manage a culture of fun, recognition, and passion

### **Support President and Board of Directors**

#### **President**

- Handle all scheduling for President, both proactive and reactive
- Review and respond to President's email
- Handle prep for and follow-up from President's meetings
- Draft letters, notes and other written materials for President
- Track outcomes against goals; monitor staff and contractor performance milestones
- Seek and document legal advice, as needed
- Handle special projects as requested

#### **Board of Directors**

- Respond to information requests from Board Members
- Handle special projects for Board Members
- Facilitate and compile the Board of Directors' monthly meeting agendas.
- Staff Board of Directors' monthly meeting and draft minutes with Treasurer.



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- Oversee Board and committee lists, meeting minutes and minute binders.
- Facilitate annual Board retreat and oversee related arrangements.
- Oversee development and maintenance of Board orientation materials

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Highly organized and able to prioritize and manage multiple and varied projects.
- Ability to work independently, be resourceful and take initiative
- Superior verbal and written communication skills
- Very flexible and easily able to adapt to changing priorities
- Ability to work in a team environment with individuals from diverse backgrounds, including corporate staff, board members, nonprofit staff, government officials, community representatives, and people who have special needs and/or are from low-income households.
- Proficiency in Microsoft Office Word, Excel, PowerPoint and Outlook.
- Familiarity with desktops, laptops, servers, and networks
- Must be able to travel to locations within a 60-mile radius of the work site with insured automobile; valid driver's license required
- Strong work ethic and drive to succeed, with ability to excel in a fast-paced and high-pressure environment.
- Demeanor is high energy, personable and enjoys talking to people
- Willingness and ability to work evenings and occasional weekends.
- Bachelor's Degree
- Minimum of 5 years work experience

*Please send resume and a customized cover letter to [marcikoblentz@companies-that-care.org](mailto:marcikoblentz@companies-that-care.org). Cover letter should describe relevant experience and address why this job interests you.*