



Companies That Care

Communication and Operations Manager

Posted February 2018

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. Cover letter should describe relevant experience and address why this job interests you.