Operations Manager
The Center for Nonprofit Excellence
Position Description
June 2020

Operations Manager

The Operations Manager (OM) functions as an operational center point for the organization, ensuring smooth communication, administrative function, special project coordination, and human resources and finance function across all CNE’s activities and stakeholders.

The OM occupies two primary spaces of responsibility – one encompasses Operations, including administration & general operations, finance, and human resources. For these functions the OM reports to the Deputy Director of Operations & Advancement (DDOA). The other is Executive Director Support, including board of directors and committee coordination, philanthropy support, and special projects. For these functions, the OM reports to the Executive Director (ED).

OPERATIONS

The OM works closely with the DDOA to ensure that all aspects of administration, finance, human resources, and general operations are running smoothly and in compliance with legal requirements, and leading practices that contribute to a meaningful and productive work environment for all team members.

Specific and recurring duties of the role include, but are not limited to, the following:

Administration & General Operations

- Coordinate and deliver superior customer service to all stakeholders engaging with CNE, either physically or virtually.
- Manage the tools that support our business operations (email, phone/internet, cloud storage, and other platforms).
- Coordinate scheduling, maintenance, and usage of all common spaces (e.g. Training & Resource Centers)
- Ensure the website is up-to-date and facilitate user needs, including member resources and renewals.
- Serve as the point person for ordering and managing office and programmatic supplies.
- Manage, with support from the DDOA, the internship program including recruitment, hiring, orientation, training, and project assignments.
- Manage CNE social media accounts and assist in preparing the bi-weekly newsletter.
Finance

- Ensure, in coordination with the DDOA, compliance with and execution of all aspects of our accounting flowchart.
- Perform credit card reconciliations and expense entry into QuickBooks Online (QBO).
- Perform A/P and A/R invoicing.
- Perform Stripe income entry and reconcile deposits with QBO.
- Assist with budget preparation.
- Prepare vendor tax documents (e.g. 1099-Misc).
- Support contract accountant and bookkeeper as needed.

Human Resources

- At the direction of the DDOA, coordinate and execute aspects of HR and benefits administration to include: new hire paperwork and orientation, tracking of PTO and personnel allocations, maintenance of employee handbook, and coordination of benefits for all team members.

EXECUTIVE DIRECTOR SUPPORT

The OM works closely with the ED to coordinate and support the board of directors and committees, philanthropy, and special projects. The OM works to ensure smooth coordination between the ED and external and internal stakeholders.

Specific and recurring duties of the role include, but are not limited to, the following:

Executive Director Support

- Prepare materials for ED presentations/trainings.
- Manage ED communications and scheduling, as requested.
- Coordinate with staff to provide information and data in support of external relations.
- Conduct research as needed by ED in support of strategy.

Board of Directors and Committee Coordination

- Coordinate monthly Board newsletter.
- Support board and committee meetings with meeting reminders, updating the Board Dashboard, taking of minutes, etc.
- Prepare materials for board orientations, retreats, and special events.
- Maintain the Board list internally (contact info) and externally (on the website).
- Attend and provide organizational support for the Philanthropy Advisors and Philanthropy Day Host Committee.
- Provide Board and Committees with organizational and systems support.
Philanthropy Support

- Support the Senior Philanthropy Manager to process, document, and acknowledge philanthropic gifts.
- Support maintenance of internal philanthropic systems (including CRM software, donor pipeline, etc.).
- Support fundraising campaigns.
- Provide organizational assistance for annual Philanthropy Day celebration.
- Support aspects of the Corporate Partners Program, including communications with corporate partners, creation of a corporate partner strategy spreadsheet, having updated solicitation and welcome packets on hand, updating the website, and the on-site donor acknowledgement board.
- Prepare monthly pipeline and donation reports (other reports as needed).
- Assist with prospect research, donor cultivation, and grant preparation.

Special Projects Coordination

- Support and coordinate design and marketing of external-facing projects at the direction of the ED.
- Coordinate external and internal communications and scheduling.
- Coordinate the flow of data and information necessary for the project to the ED.
- Provide support, coordination, and systems management to enable efficient and organized projects.
- Support the advocacy work and projects of CNE at the direction of the ED.
- Provide organization and structure that supports the CNE team and mission.

Skills Required

The successful candidate will bring a positive disposition, an eagerness to learn, a strong attention to detail, and a willingness to take ownership of tasks both big and small. They will have exceptional verbal and written communication skills. Additionally, they will have a deep commitment to superior customer service, solid fundamental accounting skills, and proven comfort with invoicing, credit card reconciliation, and the use of QuickBooks Online.

The Center for Nonprofit Excellence

Center for Nonprofit Excellence (CNE) operates with the mission to strengthen nonprofits to realize the potential of our community.

With a passion for performance, the CNE provides education, consulting, and resources to create strong leaders, effective manager, and healthy collaborators. We lead by example and we are always learning, always teaching to ensure that nonprofits have the tools they need to be competent, operate with integrity, and maximize their impact. We succeed when nonprofits do good work better.
We believe in the power of collaboration, and invest our time, expertise, and resources to promote collaboration, which empowers a more efficient and effective nonprofit sector, and we actively seek our own strategic partnerships to leverage this work. We succeed when we help nonprofits clear obstacles to collaboration, and identify and address systemic challenges that impede their success.

We honor the potential of nonprofits, and advocate for a strong, independent nonprofit sector. We respect and nurture the sector so it can do the important and challenging work of creating a social safety net, promoting civic engagement, protecting the environment, and enriching us through arts, education, and culture. We success when nonprofits are recognized for their economic impact, perceived as effective agents of change, and engaged with community partners to solve real problems and enhance our lives.

To learn more about our programs and services, please visit www.thecne.org.