

## **Operations Manager Job Description**

Assist the Executive Director in fulfilling the strategic direction of the organization ensuring effective and efficient operations. Directs and manages the facilitation of services provided by United Way of Lee County. Assist in all aspects for internal programing, manage daily office processes, assist with funded partner administration, request information and provide assistance in resource development.

### **Initiatives and Programs:**

- Administer in-house direct assistance (Last Resort, Community Fund, Student Health Fund, Etc.)
- Will be cross-trained on 2-1-1 to assist with phone calls as needed
- Manage and execute all service-based grants. Ensure all standards, budgets, and reporting are maintained.
- Serve as the staff representative on a United Way Board of Directors committee.
- In conjunction with the Executive Director and 211 Coordinator actively participate in Lee County VOAD and EMA disaster preparedness trainings
- Support the community during times of disaster by managing the Volunteer Reception Center at the discretion of the Executive Director and Lee County EMA Director

### **Office Duties and Responsibilities**

- Assist in answering the phone, route calls and provide information
- Greet visitors, determine needs and provide necessary information and assistance
- Assist with all event promotions (Christmas assistance program, coat drive, etc.)
- Coordinate annual Day of Caring event
- Provide assistance with annual allocations and mini grant program
- Develop and manage new business strategies and outreach in partnership with the Executive Director
- Assist annual campaign by researching and analyzing donor giving history
- Cultivate community support for the United Way and develop relationships by maintaining contacts year-round with companies and individuals
- Perform other duties as assigned.

Normal workday is 8am-4pm, Monday-Friday. Occasionally duties may occur outside of typical hours.

**Qualifications:**

1. Educational: BA/BS degree in a related field preferred; prior professional experience may substitute for minimum educational requirements.
2. Experience: 2 years of related professional experience
3. Personal: Ability to understand and effectively carry out oral and written directions. Pleasant personality, professional personal appearance with attention to neatness and grooming. Must exhibit planning, goal setting and organizational skills. Self-motivated. Good verbal skills and ability to relate to others. Team-player attitude. Must be able to speak clearly and effectively in front of both large and small groups. Attention to professional ethics and standards, sense of loyalty and commitment to the organization's mission, personal codes of honesty and trust, flexibility and ability to accept and handle changes, and be efficient and effective with people and paperwork. Attention to detail and neatness in work.
4. Employee must be bondable for insurance purposes.

**Physical Requirements/ADA:**

- No unusual physical requirements. This position requires no heavy lifting, and most work is performed in a comfortable indoor facility.
- This position will be required to assist with set-up and break-down of event promotions, be onsite for some, if not all events
- There will be routine deadlines usually with sufficient lead time. The variance in work volume is seasonal and predictable; priorities can be anticipated.
- Job frequently requires sitting, reaching, talking, hearing, handling objects with hands. It occasionally requires standing, walking, and lifting up to 20 pounds.
- Must have the ability to see information in print and/or electronically.