



# CATALINA ISLAND CONSERVANCY

## JOB DESCRIPTION

**POSITION:** Operations Manager

**REPORTS TO:** Senior Executive Coordinator

**STATUS:** Non-exempt, Part-Time

**UPDATED:** May 2022

**DEPT:** Administration

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### POSITION SUMMARY:

The Operations Manager is responsible for the successful operations of the Long Beach office including: receiving and processing mail and gifts, processing memberships, drafting correspondence and acknowledgement letters, managing vendor relationships (fedex, ups, amazon), facilities management, shipping and receiving, mail processing, calendar management and special event support. The successful candidate will have broad office management experience, be able to handle multiple assignments and remain flexible. This person will support the Executive Office and all staff located in Long Beach office with general administrative duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage incoming and outgoing correspondence, including emails, faxes, mail and packages
- File & organize records, invoices and other important documentation using Sharepoint and other filing processes
- Drafting of correspondence, acknowledgement letters, copyediting and other needs as required
- Greet visitors to the office, ensuring guests are comfortable and connected with the right office personnel
- Manage schedules for meeting spaces and parking access
- Monitor and order all inventory for office as well as member premiums/promotional items, and other materials as needed.
- Assist in management of the Long Beach vehicle fleet including charging of electric vehicles, occasional vehicle related errands and assistance with staff vehicle requests
- Submit work orders and schedule repairs for general office space and equipment
- Support development team in coordinating the daily donor acknowledgement process and weekly membership fulfillment and renewal process.
- Support the Development team, Finance Team and Executive team with special projects and calendars as needed
- Coordinate email lists, maintain spreadsheets and donor database.
- Provide event planning and execution support to the Development and Executive Team with activities ranging from event set-up, catering, management, clean-up, gift processing and some donor related driving assignments.
- Serve as back up to the Development database administrator to include gift processing (handling checks and preparing deposits, entering queries and running reports for various management needs.)
- Perform other miscellaneous duties and assignments as required.
- Coordinate mail pickup and delivery, postage, packaging, distribution, etc.
- Meeting facilitation and set up/close out of meeting spaces

## **PREFERRED QUALIFICATIONS:**

### **KNOWLEDGE/SKILLS:**

- Decision Making – Solid decision making ability to prioritize needs and move initiatives forward
- Detail-oriented - Strong attention to detail ensuring donor correspondence is accurate and timely
- Flexibility – ability to handle multiple assignments with multiple stakeholders; comfortable with ambiguity and frequent changes
- Tech Savvy – O365 suite competency (sharepoint, teams, excel, powerpoint, word), SiriusWare, Abila Fundraising 50; experience with migrating paper files to electronic files; experience automating paper processes
- Communication – Ability to take and provide clear direction both verbally and non-verbally; strong oral and written communication skills
- Organizational Skills – Ability to multi-task and maintain organization among busy schedules; know when to delegate tasks or seek supervisor’s assistance
- Ability to work independently with minimal direction
- Customer Service – Ability to speak with donors and articulate the mission and goals of the organization

### **EDUCATION/EXPERIENCE:**

- Preferred Bachelor degree with 2-3 years of office administration and event planning experience.
- CA Driver’s License.

**WORK ENVIRONMENT/ PHYSICAL DEMANDS:** The Physical demands describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must be able to travel to Catalina Island as needed, including periodic overnight stays.
- Work location is at the Conservancy Office, Long Beach, CA; the location has moderate noise levels and is a non-smoking environment. The majority of the job duties are performed in an office environment; the employee must occasionally lift and/or move up to 25 pounds. Ability to work evenings and weekends if necessary on events.