

OPERATIONS MANAGER



Sheridan
Community
LAND TRUST

POSITION DESCRIPTION

Summary

Operations Manager supports staff and SCLT community supporters. Assists in operational, financial, and events. Is responsible for the customer relationship management database architecture, maintenance & troubleshooting. Will be in contact with members and the public. Reports to the Executive Director.

Operations – 60%

1. Leads and oversee the Teams use of our customer relationship management (CRM) database in Little Green Light
 - a. Database entry - Leads or works with the Team to delegate the entry of new data including the creation of new constituent records and updating CR with event attendance, completion of releases, volunteer hours, etc.
 - b. Architecture – incorporates new attributes as developed by the Team with an eye toward minimizing data entry and ensuring no duplication.
 - c. Troubleshooting – identifies issues with fields, forms, etc. and conducts research using donor database knowledge base & implements solutions; escalates & interacts with donor database support to resolve when necessary; may result in modifying architecture or approach to data entry; may require updates to internal documentation & training.
 - d. Data quality & consistency – creates & runs daily/weekly reports, corrects data as needed (often with input from staff); may result in changes to architecture, updates to internal documentation and/or additional training (one-on-one or group).
 - e. Acknowledgements – creates appropriate email and letter templates and ensures correct addressee & salutation & notes.
 - f. Searches, Lists & Reports – creates dynamic and on-demand solutions as requested by the Team and partners to provide visibility into donors, events, volunteers, mission elements, etc.
 - g. Interactive Forms – designs templates and single-use forms as requested for events, appeals, donations, etc. and ensures correct confirmations and mapping, automating wherever possible.
 - h. Documentation & User Manual – creates and maintains internal documentation to capture why an attribute or field was added, what information it is intended to capture, as well as how to correctly enter or edit constituent records (CRs).
 - i. Training – provides one-on-one or group training on any aspect of the donor database.
2. Secures food and beverages for volunteer events.
3. Helps the Trail Team management the Trail Ambassador program including order shirts and supplies.
4. Collects and distributes mail.
5. Answer phones, retrieves voicemail, and responds to walk-in inquiries.
6. Assists staff in keeping the office organized and clean.
7. Ensures the office is well managed, proactively ordering supplies, obtaining bids for services such as printing, phone, insurance, etc.
8. Ensures equipment is regularly serviced. Troubleshoot equipment issues with service providers as needed.
9. Analyzes & documents processes and suggests improvements, including assessment of current and future digital tools.
10. Assists with mail/email merges; documents the process.
11. Creates and maintains templates, standardized where possible:
 - a. Word: letterhead/invoices/pledges/contracts/etc.
 - b. Excel: event planning/project tracking/specific reporting/dashboards.
12. Assists in updates to website.
13. Assists in updates in Constant Contact. Collaborates with Director of Marketing and Development to ensure data quality by developing a regular cadence for reviewing and 'unsubscribe' email addresses and validating names.
14. Proofs marketing materials & emails, grant requests and reports.
15. Assists with other projects as necessary.

Financial – 20%

1. Records receipt of all donations (dollars and in-kind) in our CRM; assigns appropriate email or letter acknowledgement template.

2. Processes credit card donations in our CRM; assigns appropriate email or letter acknowledgement template.
3. Prepares deposits of all checks and cash, ensures digital record/scanned copy of deposit slip & checks & deposit receipt are saved to appropriate OneDrive folder.
4. Ensures digital record/scanned copy of all invoices & credit card receipts and saves to appropriate OneDrive folder.
5. Distributes/mails checks after they are prepared and signed.
6. Assigns appropriate accounting codes to donations & income & invoices & credit card charges.
7. Prepares monthly reports for Bookkeeper with appropriate accounting codes: credit card PDF & Excel statements, donor database transactions, merchant services transactions & fees.
8. Assists Executive Director with requests from auditor and / or Bookkeeper.

Events – 20%

1. Assists with Event pre-planning.
2. Helps SCLT team organize and staff outreach events – history presentations, trail hikes, event tabling, fundraiser, and other events.
3. Leads post-event data collection, including data entry in the CRM related to contact details, event attendance, volunteer and Trail Ambassador hours, volunteer interests, release forms, etc.

Other:

This job description is subject to change at any time.

Qualifications and personal qualities:

- Strong organizational and communications skills.
- Detail-oriented.
- Proficient in Microsoft Office (Outlook, Word, Excel, SharePoint, Teams, OneDrive, etc.).
- Proficient with customer relationship management databases such as Little Green Light or similar.
- Must be able to prioritize tasks regularly, work well under pressure, manage a variety of tasks simultaneously and maintain a high level of confidentiality.
- Experience in small office environment and prior office manager experience desired.
- Experience with website management preferred.
- Demonstrated ability and willingness to learn new skills quickly, and in good humor, including databases, systems and mailings.
- A can-do, friendly attitude. Self-motivated and able to multi-task and cope with interruption and change.
- Strong interpersonal and customer service skills, with enthusiasm for the organization's programs and goals.
- Ability to work well as part of team and individually with minimal supervision.
- Willingness to work some evenings and weekends.

Physical Requirements:

- Sit for long periods of time
- Ascend/descend stairs
- Stoop, kneel, crouch
- Carry weight, lift, load, move, transport, position, install, remove up to 30 pounds up to one quarter mile for various event needs.

Salary/Benefits

This is an exempt, full time (40 hours / week) position. Benefits for this position include eleven annual (11) holidays, earned leave, Simple IRA plan with up to 3% matching employer contribution, employer paid health insurance, and phone stipend.

To Apply:

Email a letter of interest, resume, and contact information for three references to director@sheridanclt.org. Please use subject line: "Operations Manager Application". Applications are only accepted electronically. No calls please. The position is open until filled. SCLT is an equal opportunity employer.