bernadette's house
empowering female leaders of tomorrow

VICE PRESIDENT

OPERATIONS SUPPORT

Role	VP Operations Support	**Team**	Executive Board
Reports to	President, Executive Board	**Collaborates with**	CEO, Treasurer, Program Directors, and Executive Board

JOB SUMMARY

The **Vice President of Operations Support** plays a critical role in maintaining and improving the internal systems, processes, and infrastructure of Bernadette's House. This person ensures that the day-to-day and behind-the-scenes operations support efficient programming, compliance, and a smooth volunteer and staff experience. The VP of Operations Support works closely with the CEO, President and other board officers to ensure alignment across departments and initiatives.

This position is ideal for someone who thrives in building and improving systems, supporting team workflows, and ensuring the organization runs efficiently from the inside out.

Term: 2 years (with a minimum 1-year commitment); renewable once (maximum 2 consecutive terms), followed by a required 1-year break

Time Commitment: Approximately 10 hours per week

JOB RESPONSIBILITIES

- Oversee and evaluate internal operational processes including volunteer onboarding systems, document management, and communication workflows
- Maintain and update organizational calendars, planning templates, and internal forms for consistency and ease of access
- Track deadlines for compliance-related tasks such as annual reports, renewals, and documentation submissions
- Support the Executive Board by helping to track organizational goals, timelines, and project-based responsibilities
- Troubleshoot internal issues that arise related to communications, access, or process breakdowns
- Identify opportunities for operational improvement and propose scalable solutions

Sample Tasks

1. Update and distribute a shared organizational calendar that includes key deadlines, events, and report due dates
2. Create a new digital onboarding checklist for volunteers using Google Forms or Jotform
3. Review and improve the file naming conventions and folder structure used by staff in Google Drive
4. Collaborate with the Treasurer and CEO to gather documents for the annual insurance renewal and state filings
5. Track follow-up tasks from board meetings to ensure timelines are being met
6. Provide tech support or training to a Program Coordinator struggling with shared file access or digital forms

QUALIFICATIONS

Required:

- Experience in nonprofit operations, administration, or systems development
- Highly organized, reliable, and comfortable working independently
- Comfortable using or learning digital tools such as Google Workspace, Canva, ChatGPT, Jotform, and/or Monday.com
- Strong problem-solving skills and ability to streamline processes

Preferred:

- Familiarity with nonprofit reporting and compliance requirements
- Experience supporting cross-functional teams or managing shared systems

Personal Traits:

- Analytical thinker who enjoys improving systems and processes
- Calm under pressure and responsive to team needs
- Committed to the mission of Bernadette's House and a collaborative leadership style