



Operations Manager Position Description

August 20, 2024

Position Summary

Impact100 Martin is a 501(c)(3) nonprofit organization that operates with a 100% volunteer-based Board of Directors and committees to carry out its mission. Members pay dues each year, which are then collectively used to award \$100,000 grants to worthy nonprofits who support those living in Martin County, Florida.

The primary role of the Operations Manager is to ensure that the day-to-day operations run smoothly and efficiently across the volunteer organization. To effectively carry out this role, the Operations Manager is expected to have excellent organizational, communication, and administrative skills and to help streamline processes and enhance operational performance across the organization through their role. The Operations Manager reports to the President of the Board of Directors. Any changes to the scope of responsibilities must be approved by the Board.

Learn more by visiting our website at www.impact100martin.org.

Position Title: Operations Manager

Supervisor: President

Position Classification: Independent Contractor

Hours: 20 hours per week, on average; some weeks more, some weeks less. Required attendance at monthly meetings of the Board of Directors (2nd Wednesday of the month, 8:30-10:00am). Required attendance at major membership events such as the annual Kickoff in November and Grant Awards Celebration in April.

Location

The position is work-from-home in the Stuart, Florida area with the responsibility of picking up mail from our Hobe Sound post office box and attending monthly board meetings in Stuart.

Compensation

Compensation is \$2,000 per month, as invoiced by the independent contractor.

Job Responsibilities (as follows but not limited to):

General Office, Financial, & Membership Administration

1. Manage Membership and Donation Payments

- 1.1. Pick-up/deposit physical checks from the post office box weekly at minimum, and two times a week during the month of February and first week of March.
- 1.2. Ensure all electronic payments are allocated to the correct membership account, scholarship fund or sponsorship account in Neon.
- 1.3. Ensure all documentation of payments and monthly deposits are stored in the proper file location and notify the Bookkeeper and Treasurer.
- 1.4. Ensure all members and sponsors receive the automated message in Neon recognizing their payment.
- 1.5. Work with Treasurer to ensure all members and donors receive annual tax statement.

2. General Administration

- 2.1. Configure organizational and committee-based email accounts to forward to the appropriate people. This may need to be configured each season or as committee members change.
- 2.2. Monitor the central voicemail and forward any messages as needed.
- 2.3. Maintain an accurate and up to date contact list for all board members and committee chairs.
- 2.4. Maintain an accurate electronic calendar of events shared with the board members, including board meetings, committee meetings and the events hosted by Impact100 Martin throughout the year.
- 2.5. Ensure all official communications sent by Impact100 Martin have been proofread and approved by the Secretary and the related committee chairs(s) as required.
- 2.6. Initiate annual contracts with insurance providers, The Community Foundation Martin-St. Lucie (TCFMSL), bookkeeper, website host and other similar service providers. Prepare for Board approval and manage implementation.
- 2.7. Maintain e-files in the filing system adopted (to be determined).

3. Board Support

- 3.1. Maintain monthly status reports on activities, projects, and tasks, with a look forward to the next month's focus. Include any challenges that may be present and deliver to the President by the first Wednesday of each month.
- 3.2. Meet weekly with the President via Zoom and in-person, as needed.
- 3.3. Work with the Secretary to produce the first draft of Board meeting minutes.
- 3.4. Prepare and distribute Monthly Board Packet.
- 3.5. Annual Meeting Support.
 - a. Support the Treasurer in ensuring the number of voting members and the associated funds for grants is accurate and up to date in Neon and reflected in specific reports for the same.
 - b. Attend the Annual Meeting to support election officials and the CPA to ensure voting integrity.

4. Committee Support

- 4.1. Technology: In general, the Operations Manager will administer or manage the technical systems to support day-to-day operations, while the Committees will support any major change or upgrades of Impact100 Martin technical systems, including but not limited to Neon CRM, Website, Email & Calendars, and Zoom.
- 4.2. The Communications Committee supports the newsletter, social media and graphic design to support marketing campaigns, as well as website management and maintenance. The Committee may rely on the Operations Manager for project management support for these projects.
- 4.3. Grants: The Grants Committee will require technical and operational support to the Grants Committee throughout the grant cycle months from November – June each season. This includes administrative duties in preparing letters of agreement for grant recipients, check requests, and reporting of major milestones to the Board.
- 4.4. Membership: The Membership Committee will require support in administering the annual appeal campaign and planning Meet & Mingles.
 - a. Serve as our collateral manager by periodically inventory printed collateral located at our storage site and manage the process for ordering and fulfillment from our approved printer, as approved by the Membership Committee Co-Chairs.

- b. In this capacity, maintain the centralized database with links to approved collateral (both final pdf files and editable forms).

4.5. Sponsorship: The Operations Manager is responsible for updating the status of sponsors or donations accordingly within Neon and writing thank-you letters for the Committee Chair.

4.6. Events: The Events Committee is responsible for overseeing the major Impact100 Martin events, including the Kickoff and Grant Awards Celebration. The Operations Manager will review all event requirements with the Events Committee Chairs to ensure all administrative and operations support is secured in a timely manner, and they are configured in Neon as required. The Operations Manager will ensure contracts are signed in accordance with our Financial Policies. In addition, the Operations Manager will support all events, with registration reports, name tags, and other materials as requested.

4.7. Membership Engagement: The Membership Engagement Committee is responsible for overseeing the monthly events that aid with member retention. The Operations Manager will provide support similar to that provided to the Events Committee.

5. Operational Process Improvement Projects

The Operations Manager is expected to continuously improve operations through process improvement, either by streamlining manual processes with best practices, and/or by implementing automation using our technology systems. Any additional work on projects of this sort must be first approved by the President. In the first year of this role, the priority will be developing an operations manual and documentation of workflow in Neon and suggesting new workflows to support our refreshed website.