



SENIOR CARE
Volunteer Network

Job Description **Operations Manager**

Position Summary

This position is responsible for oversight of daily operations pertaining to program outreach.

Position Type: Staff

Reports To: Executive Director

Hours: 28 hours

Duties and Responsibilities

- Organizes, coordinates and manages the recording of all donations in the donor management system (DonorSnap)
- Manages sponsorship and event sponsor program (Plugged-In Sponsors) benefits
- Manage of donor relations; receipts, acknowledgement letters, ongoing communication and donor maintenance, and appeal oversight
- Serves as the fundraising committee staff lead providing coordination, guidance and oversight
- Event coordinator for SCVN outreach and fundraising events beyond the volunteer program recruitment events
- Coordinate with volunteer coordinator to procure volunteers for events, outreach, etc.
- Manage attendance and payments for various events or coordinate with office staff to ensure attendance
- Develop and implement marketing plans for events and outreach projects
- Research new grants and diversification of funding options to increase program support
- Write and/or prepare grants with assistance from the executive director when needed
- Liaison to businesses that provide matching gift programs
- Obtain and manage major gifts and planned giving program
- Coordinate speakers for educational and outreach events
- Serve as an outreach ambassador at community events council meetings, county board meetings, and chamber mixers as examples
- Submit press releases regarding general program information items, update as needed website content using WordPress, as well as events, presentations, etc.
- Conduct friendly visits and phone calls to foster donor relationships and prospective donors and supportive businesses
- Guiding the Fundraising Committee with Planning and Development

Job Requirements

- Knowledgeable in Microsoft Office 365
- Familiar with using Constant Contact, Facebook, Instagram and WordPress
- Familiar with how to use donor software
- Ability to develop rapport with a diverse number of individuals
- Understand diverse backgrounds, skills and abilities
- Ability to work with individuals with different interests and opinions and to build effective teams
- Ability to speak knowledgeably and enthusiastically about the SCVN's mission, programs, initiatives and be able to articulate how volunteers and the work they do makes a difference
- Effective oral and written communication skills
- Must be available to work some weekend and evenings as required
- Grant writing experience preferred

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.