



# Operations Manager

**Summary:** The South Carroll Business Association (SCBA) is searching for an Operations Manager to manage and coordinate our organization's oversight and procedures. The ideal candidate will be experienced in handling a wide-range of administrative and member support related tasks and will be able to work independently with little or no supervision. This person must be well organized, adaptable and enjoy the administrative challenges of supporting a business association comprised of diverse professionals. This individual would be self-motivated, exceling in customer relations and marketing, and proficient with website maintenance and social networking and communications. The Operations Manager would have knowledge in effective event planning and fostering opportunities to build relationships for the SCBA's member base. This is a part-time position but the hours are flexible and the scope of work may be completed at a home office.

## Essential Duties and Responsibilities:

- Serve as the primary contact for new and current SCBA members: sharing information and answering questions and requests.
- Maintaining the SCBA's QuickBooks database and assisting the Board Treasurer with transactions and reporting.
- Creating monthly newsletter and other member correspondences in Constant Contact.
- Attending monthly SCBA Board meetings (10am to 11:45am) on the 3<sup>rd</sup> Wednesday of each month. Attending monthly SCBA luncheon (11:45am to 1:30pm) the 3<sup>rd</sup> Wednesday of each month, work the check-in table (includes welcoming members and guests, writing receipts and taking money), count attendees and answer any questions from any members or guests. After a luncheon you will submit any credit card transactions for processing.
- Managing WildApricot, our member database, to oversee membership records, renewals, invoicing, events, payments, directory listings, etc.
- Keeping the SCBA website updated, working with Advantage Internet Marketing as needed.
- Support for all SCBA Committees (Events, Expo, Country Picnic, Golf and Membership/PR).
- Maintain supplies of the SCBA and work with vendors as needed to re-stock items.
- Preparing and distributing the annual printed SCBA membership directory.
- Conducting business at all times with the highest standards of personal, professional and ethical conduct.
- Creating and maintaining a SCBA policies and procedures manual.
- Performing any range of special projects, tasks and other related duties as assigned.

## Requirements:

- Proven office management and administrative experience
- Knowledge of management responsibilities, systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work independently
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office, Constant Contact and QuickBooks
- High School graduate; some College preferred; 3-5 years' experience in a related field.

**Hours:** Varies, but averages 30 to 50 hours each month (max of 50 hours/month). Office Manager will be responsible for setting-up regular office hours Monday to Friday when he/she may be reached by the SCBA Board and Members alike.

## Other:

Language skills: Accurate writing and public speaking skills are essential. Ability to respond to inquiries or complaints from members in a professional and friendly manner. Ability to write various forms of correspondence without grammatical or typographical errors. Ability to speak effectively to Board Members, sponsors, members, the general public, and prospects.

Vehicle: Requires own vehicle transportation which can move booth display materials, a valid driver's license and car insurance.

Physical Demands: This position requires the ability to talk, hear, and see. The employee is frequently required to sit for long periods of time using a computer monitor and keyboard; use hands to finger, handle, or feel; and reach with hands and arms. The employee will also be required to stand, walk, stoop, kneel or crouch to pick things up or move displays around. Ability to lift up to 40 pounds occasionally.

Please email cover letter and resume to Andie Luchini, Board President  
to: [info@southcarroll.org](mailto:info@southcarroll.org) by August 15th, 2016.