

# Kiwanis Club & Foundation of Indianapolis

## POSITION DESCRIPTION FOR OPERATIONS MANAGER



**POSITION TITLE:** Operations Manager

**EDITED:** February 15, 2021

**SUPERVISORS' TITLES:** Club President, Foundation President

**FLSA STATUS:** Nonexempt

**CLASSIFICATION:** Full-Time

**PERFORMANCE REVIEW:** Annual

**SALARY RANGE:** \$50,000-\$55,000

### POSITION PURPOSE

The Operations Manager for the Kiwanis Club & Foundation of Indianapolis (hereinafter referred to as "Club") shall be responsible for the day-to-day operations of the office of the Club & Foundation. The Operations Manager shall report to the Presidents of the Club & Foundation. Input for the purpose of the annual review shall be sought from the Treasurer, Secretary and Accountant of the Club and Foundation.

### POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions listed below.

#### **ESSENTIAL FUNCTIONS**

Essential functions include the following. Other duties may be assigned.

#### Organizational Management

- o Develop and implement the activities, programming, and solutions necessary to achieve the goals and business needs of the Club & Foundation. This includes assisting in the planning and executing of Club & Foundation programs such as luncheons, awards ceremonies, and other special events in conjunction with the President of the Foundation and the President of the Club, as well as the daily operations of the Foundation and Club including daily accounting, membership/donor data base(s) management, and all communications.
- o Manage one employee. In collaboration with the Club and Foundation Presidents, manage the employee hiring process; develop or update job descriptions; develop performance expectations, identify essential functions and knowledge, skills and abilities required; respond to questions pertaining to the need for background checks; assign work shifts; complete position descriptions; form selection committees, if

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applicable, and ensure best practices for interview and selection of any employee.

- Manage employee and team performance; provide new employee orientation; train or provide adequate training for employee; coach, counsel and motivate employee; evaluate employee; investigate complaints or performance concerns; implement disciplinary action as needed and in consultation with Club and Foundation Presidents.
- Collaborate with Membership Committee chair to proactively reach out to new members and follow up with prospects.
- Attend all Club & Foundation Board of Directors meetings. Prepare agendas and other supporting documentation for monthly meetings of the Club Board of Directors meetings & bi-monthly meetings Foundation Board of Directors meetings.
- Attend the weekly Club meetings to oversee member volunteers conducting registration and setup.
- Prepare and oversee weekly Club meeting agendas and registration. Communicate with the meeting venue for each of the Club meetings and any other function.
- Prepare and oversee the weekly member newsletter.
- Maintain a calendar of events for the Club & Foundation, including scheduling and handling of all committees, boards, and other meetings.
- Work with Club & Foundation committee chairs and boards on programming, annual awards, important dates, and communications.
- Responsible for the creation and timing of the Annual Report.
- Maintain, edit and update the Club & Foundation's website utilizing email to regularly communicate with members.
- Promote the Club & Foundation through social media (Linked In, Facebook, Twitter, Instagram and YouTube and others as social media evolves).
- Maintain appropriate hard copies and electronic files per the Records Retention Policy.
- Track all Foundation donations from members, corporate sponsors, and external donors; update the Bloomerang member/donor database; generate reports and ensure timely gift

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acknowledgements.

- o Complete miscellaneous other tasks that may be assigned by the Club President, Foundation President and/or the boards.

### **QUALIFICATION REQUIREMENTS**

The requirements listed below are representative of the knowledge, skills, and/or capabilities required to perform each essential duty satisfactorily.

### **SKILLS AND ABILITIES**

- o College degree or equivalent work experience required.
- o Superior ability to think logically to troubleshoot, analyze situations, and make sound business decisions in conjunction with the Foundation President, Club President, Boards of Directors, Secretary and Treasurer, as needed.
- o Able to provide suggestions for continual innovation and able to implement those decisions made by the Club & Foundation President and/or its Board of Directors.
- o Strong oral, written, and interpersonal communication skills; superior ability to interact with a variety of people, on a one-on-one basis, in meetings, through phone, e-mail, and other correspondence.
- o Proficient accounting and payroll skills; able to use QuickBooks on a day-to-day basis.
- o Proficient in working knowledge and troubleshooting technology issues of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Outlook, Gmail, Google Drive, Constant Contact, Zoom, Bloomerang and other membership databases.
- o Strong organizational and project management skills, as well as the ability to prioritize and multi-task. Able to handle multiple projects at once.
- o Strong attention to details.
- o Event planning skills including location communication/negotiation, logistics, selecting menus and ordering meals, parking, seating, agendas and timing for events, preparing event support materials (awards, handouts on tables, etc).

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- o Proficient in hosting Zoom meetings for up to 100+ attendees.
- o Able to effectively network for the Club & Foundation.
- o Able to assist the implementation of the Club & Foundation's fundraising plans.
- o Able to maintain positive working relationships with Club & Foundation member/donors, and to develop new relationships.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. We will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- o This position requires the ability to stand and sit for periods of time and move intermittently throughout the workday.
- o This job requires strong sensory skills such as good eyesight, good hearing, and dexterity.
- o This position requires excellent writing, speaking and listening skills.
- o The ability to lift 30 pounds is required.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential Functions of this job. We will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- o This work takes place primarily indoors with some outdoor work required. Remote work is optional and flexible, if necessary.
- o Most workdays are M-F during normal business hours. Infrequent evening or weekend events may be scheduled.
- o Use of a computer and other office equipment is necessary.
- o This position requires working independently with minimal supervision.

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