

Alliance of Communities Transforming Syracuse

Job Description

Title: Operations Manager

Reports to: Board President

The Operations Manager is responsible for executing the daily functions of ACTS, including fund development, communications, database management, training, and administrative support. The Operations Manager ensures information flows between departments, task forces, public officials, community stakeholders, training resources (eg. Faith in Action) the Board of Directors, grantors/funders, and community supporters. He/she/they are responsible for oversight and execution of data management and reporting to the Board of Directors and any grantors in order to ensure operational effectiveness. He/she/they will manage volunteer leaders with overall resource development including communications, grants, fundraising events and related activities. He/she/they will provide administrative support to the Finance Specialist upon leave or as needed on a daily basis.

In coordination with office operations and procedures, the Operations Manager will:

1. Draft, review, and/or revise, in collaboration with ACTS leaders, procedures including but not limited to: all member database management, employee benefits, volunteer policies, compliance of any applicable state or federal guidelines pertaining to public health and COVID-19, and payroll.
2. Adhere to ACTS Confidentiality Policies when handling sensitive information
3. Draft, review, and/or revise, in collaboration with ACTS leadership, an IT policy, including but not limited to: data storage/filing, data cleansing, and records management.
4. Maintain comfortable working conditions, including adequate office supplies, use of equipment, serving as a liaison with building landlord, coordination of any repairs, and maintaining employee office schedules.
5. Serve as administrative back-up to the Finance Specialist.

Communications and Marketing:

1. Support the Board of Directors and Task Force leaders as requested, including but not limited to: program communications and set up (including event solicitation/invitation); volunteer coordination and follow-up; meeting coordination and set-up.
2. Maintain ACTS social media, including website, Facebook and Instagram.
3. Coordinate and place earned media opportunities for Board of Directors, Lead Organizer, Street Certified program members and Task Force leaders
4. Draft and send periodic newsletters via email and/or print format to ACTS members and key stakeholders. Coordinate with Board of Directors, Lead Organizer, Street Certified members, Task Force leaders, volunteers, and ACTS Staff for content.
5. Ensure mailing lists are organized, cleaned and updated quarterly.

Fund-Development:

1. Assist with the coordination of events and fundraising activities, including but not limited to: committee organization, venue coordination, and all promotional activities.
2. Responsible for the management of grants including researching potential opportunities and presentation to the Board of Directors for approval, application process and grant reporting.
3. Work with Financial Specialist in the preparation of financial reports for the President and Treasurer of the Board of Directors as requested.
4. Create and maintain business relationships with vendors/suppliers.
5. Develop tracking system for membership organization renewal and tracking in Neon database.
6. Develop tracking system for individual members renewal and tracking in Neon database
7. Maintain working relationships with donors and grantors in the Greater Syracuse area.

Skills & Qualifications

1. Bachelor's degree and 3-5 years experience in relevant non-profit experience; combination education and experience will also be considered.
2. Knowledge of best practices, including regulatory and reportings requirements for grants, database management, and communications.
3. Proficiency with database management software, including but not limited to Microsoft Office, Google Suite and Neon.
4. Excellent verbal and written communication skills, strong customer service orientation and professional composure under pressure.
5. Ability to maintain positive professional relationships with vendors and external stakeholders
6. Professional and emotional maturity that demonstrates warmth, dependability, responsiveness, initiative, and a commitment to anti-racism.
7. Ability to work well with diverse colleagues and willingness to adapt to different working styles.

ACTS is an equal opportunity employer committed to hiring diverse populations, including people of color, people with disabilities and formerly incarcerated individuals.