



Job Title

Executive Operations Manager

Job Description Overview

The Executive Operations Manager (EOM) provides multi-faceted administrative support and assistance to the Executive Director (ED) to ensure effective use of the ED's time and productive interactions with external contacts, the Board and staff. Also, provides administrative support to the Board, the Director of Development and the senior leadership team. This role is the key administrative role for the organization. The EOM provides administrative, communication and organizational support. The EOM is a pro-active problem-solver, exceptional communicator and solid organizational support person. This job requires flexibility and composure in handling multiple responsibilities and the ability to maintain confidentiality.

The Executive Operations Manager reports to the Executive Director and the Director of Development.

Job Responsibilities

Executive Administrative and Organizational Support

- Manages professional scheduling for the Executive Director including email management, meeting coordination and preparations, agenda development, follow-up tasks, phone calls, messages and other logistics.
- Coordinates scheduling and calendar management for the Executive Director including reminders for scheduled meetings.
- Performs administrative and office support, such as mailings, letters, emails, typing, spreadsheet creation, faxing, and maintenance of filing system and contact database.
- Maintains professionalism and strict confidentiality with all materials and exercises discretion, good judgement and knowledge of the organization in interactions with external contacts, staff and Board.
- Conducts research and information gathering on behalf of the Executive Director and/or the Director of Development and prepares summaries and reports.
- Organizes team communications and plans events, both onsite meetings and off-site gatherings.

Board and Board Committee Meeting Preparation and Minutes Transcription

- Prepares Board meeting packets which includes committee and financial reports. Packet is assembled electronically using Adobe Acrobat to compile the final report from various types of documents including Word, PowerPoint and Google Docs.
- Attends monthly Board meeting that occurs once a month on the fourth Wednesday of each month except in December and July. Board meetings occur on Wednesdays in the evenings from 6:30pm to 9:00pm. Attends other Board committee meetings as requested.
- Listens carefully to discussion during Board meeting and other Board committee meetings to capture key discussion points and action plans in writing to prepare written minutes for distribution to attendees after the meeting.

Support for Development Director

- Coordinates and executes the Spring and Fall appeal mailings including updating mailing lists, creating letters for signatures and distributing letters via mail or email.
- Maintains and edits donor lists in development database adding new donors and updating address and contact information for new and existing donors.
- Creates campaigns and enters, tracks and audits donations and ticket sales in development database for all fundraisers and development activities including Annual Appeal, Bike the Drive, Brews & Bites, Chicago Marathon, Major Donor, SPARK, mini-fundraisers, grants and general donations.
- Creates thank you letters for donations received for signatures and mails donor thank you letters.
- Prepares deposits of donor checks, copies checks for recordkeeping and makes deposits at the bank.
- Creates donor histories and ad-hoc reports from development database as requested.

Required Skills, Experience and Knowledge

- Work experience in an administrative role reporting to a senior leadership role.
- Excellent written and verbal communication skills.
- Exceptional organizational, time management, multi-tasking and project management skills.
- Proficiency in Microsoft Office, Google Workspace and other office productivity tools, with an interest and aptitude to learn new software and systems.
- Flexible team player willing to do what it takes to get the job done.

- Ability to maintain confidentiality and use discretion and good judgement.

Preferences

- Bachelor's degree.
- Experience working with budgets and expenses.
- Experience developing internal processes and filing systems.
- Experience working with individuals with intellectual and developmental disabilities.

Job Schedule

Job is full-time.