



## Operations Manager

The Operations Manager is primarily responsible for the smooth running of our international headquarters, including office administration, finance, communications and data management, and is involved in many aspects of our work, including audience engagement, volunteer coordination, maintaining our directory of Quaker meetings in the Americas, and fundraising. This position interacts via telephone and email with vendors, volunteers, donors, individual Quakers, and meeting representatives. This position is full-time, non-exempt with benefits, and is directly responsible to the Executive Secretary. The duties of the Operations Manager may vary, but include:

### **Administration and Finance**

- Office management: manage vendor relationships, maintain supplies, handle building-related issues and petty cash. Process mail, email and phone messages. Maintain accurate paper and electronic files and records.
- Work with contracted bookkeepers with regard to billing, banking, contracts, financial reporting, and other duties as needed. Review monthly chart of accounts to track expenses.
- Work with the Executive Secretary and Finance Committee in annual budget preparation, monthly analysis and daily control.
- Coordinate data collection and update records through online and paper surveys, newsletters, and reports. Synchronize and maintain records in Constant Contact and DonorPerfect. Update publications catalog and meeting directory information in custom database. Query and export lists and reports as requested. Suggest improvements on coding and cleaning data, and implement as approved.
- Actively manage administrative work and committee support. Assignments include preparation for and attendance at committee meetings and conference calls, and follow through on committee decisions.

### **Communications and Development**

- Process online and mailed donations. Perform complex data entry of donations and contact information using DonorPerfect database, process and reconcile credit card and bank debit information with donors and with bank processor. Merge, print and mail thank you letters to donors.
- Coordinate Section communications and editorial calendar, for Section E-newsletters, annual report, advertising. Compose written communication in both English and Spanish languages, and edit materials written by others. Maintain website and social media outlets (Facebook, Twitter, Instagram).
- Work with volunteers on Communications and Correspondence Program Groups.

## Desired skills and experience

- Minimum one year's experience in an office setting.
- Preference for completion of academic degree, or certification in non-profit management.
- Proficiency in MS Office programs required. Experience with DonorPerfect Online, Quickbooks, and Constant Contact software, web layout and html preferred.
- Competency in written and spoken English, numeric literacy with computational and analytical skills. Fluency in Spanish strongly preferred.
- Training or experience with accounts receivable and accounts payable, non-profit accounting and budgeting practices
- Experience with public relations, marketing and or social media; experience managing a website essential, using Dreamweaver and Wordpress preferred.
- Experience directing and working with volunteers to carry out program activities.
- Ability to work independently and as a team and ask for help when needed, strong attention to detail, and organizational and time management skills. Ability to follow policies and procedures and to problem-solve when non-routine situations arise. Discretion, integrity, and respect for confidentiality, willing to undergo thorough background check.
- Familiarity with and sensitivity to the different branches of the Religious Society of Friends (Quakers) required. Membership strongly preferred.

This position is full-time (35 hour per week), non-exempt, in salary range 4, \$32,104-\$45,872, with benefits including paid vacation and sick leave, health insurance (medical, vision, dental), long-term disability and life insurance, commuter transit, and retirement. The position is located in the Friends Center office building in Philadelphia's Center City, near transit and parking.

## Organization

The Friends World Committee for Consultation, founded in 1937, encourages fellowship among all the branches of the Religious Society of Friends. In the Americas, the Quaker community extends from the Arctic to the Andes, spanning a rich diversity of regional cultures, beliefs and styles of worship. FWCC Section of the Americas offers programs that unite Friends across the hemisphere through Spirit-led fellowship. For more information, visit [www.fwccamericas.org](http://www.fwccamericas.org).

## To apply

Please send a cover letter and resume to [americas@fwccamericas.org](mailto:americas@fwccamericas.org) by March 15, 2018. Expected start date will be May 15, 2018. No phone calls or text or Facebook messages will be returned.