**Job Title:** Operations Manager  
**Reports To:** Executive Director  
**Proposed Compensation:** $20/hour; 20-25 hours per week with a 25-hour maximum

**Summary Description:**  
Working at the direction of the Executive Director, the Operations Manager (OM) will work on the design and execution of processes and the completion of tasks that increase the efficiency and effectiveness of The Citizen’s operations.

The successful candidate will have excellent communication skills (written and oral), general computer fluency with an interest and ability to learn new software applications as needed. Previous experience must include work with at least one database software program and demonstrated close attention to detail, ability to follow up, and aptitude for monitoring ongoing activities across the organization. Previous experience with QuickBooks and fundraising software desired.

**Responsibilities:**

- **Operations**
  - Produce monthly reports such as: summary of Google and Facebook analytics; email subscriber numbers; comparisons to previous month and year.
  - Oversee collection, retention, and access documents such as policy statements, minutes, agendas, Board information packets, and Board Book materials.
  - Manage database of Board members, staff, reporters, and writers (contact information, etc.).
  - Provide support for Board event and program committees.
  - Miscellaneous administrative duties.

- **Finances**
  - Accounting tasks associated with providing support to Treasurer and Executive Director, such as billing and follow up on sponsorships, the Bedford Guide, and other financial activities.
  - Entry of payments and revenue into QuickBooks Online as directed.
  - Conduct batch entry and update deposit spreadsheet with Executive Director.

- **Board Liaison**
  - Preparation for Board Meetings and strategic planning meetings including scheduling/Doodle Polls; arranging for meeting room space; preparing and sending Board information packets.
  - Maintain and update Board Books.
o Attend Board meetings (~4 per year).

- **Fundraising Support**
  o Support for fundraising appeals including building mail files and mail merging appeal letters; coordinating mailing of appeals letters with our print vendor; implementing email appeals to subscriber list through MailChimp; assisting with communication to potential and existing sponsors.
  o NewsMatch-related work, including setting up and tracking mail, email, and web responses, updating donor reports, and coordinating NewsMatch reporting once the campaign closes.
  o Enter donations into donor database, send acknowledgements and maintain/update deposit spreadsheet.
  o Arrange for Board and ED thank you notes to donors.
  o Coordinate Annual Report with Executive Director.

- **Other**
  o Mail Bedford Guide to new homeowners in Bedford.
  o As assigned by Executive Director.

**Experience and skills**
- Previous experience with fundraising software and QuickBooks Online is a plus.
- Demonstrated oral and written communication skills.
- Self-motivated and organized, with a creative approach to problem solving.

The candidate should live in or around Bedford, MA. This position is mostly remote but requires Board meeting attendance in Bedford, MA 4 times per year, plus occasional in-person meetings with Executive Director/The Citizen team in Bedford. Video conferencing (currently Zoom and Google Meet) is used for team and check-in meetings. Must have own computer/laptop. Flexible hours.

To apply, send your resume and a cover letter sharing how your experience relates to this position to tmorrow@thebedfordcitizen.org.

The Bedford Citizen is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. The Bedford Citizen is also committed to compliance with all fair employment practices regarding citizenship and immigration status.

7/5/2023