

Operations Manager
Frank Lloyd Wright Building Conservancy
updated 5.8.18

Position Type: Full-time Exempt Position

Reports to: Executive Director

Supervisory Duties: possible occasional temp/intern; assists with managing volunteers during annual conference and events

Overview

Multi-dimensional position responsible for the organization's bookkeeping and financial records, day-to-day member relations, and member and donor database management. Supports other departments as needed, functioning as office manager for a four-person office.

Duties include:

Accounting (35%)

- Utilizing QuickBooks Online, maintain accurate complete financial records and generate monthly financial statements.
- Process all revenue (membership, contributions, events registrations).
- Review and handle all payables and code expenses accurately; prepare checks.
- Manage all banking transactions and reconcile all bank statements on a monthly basis.
- Work with the Executive Director and Treasurer to prepare monthly and specialized financial reports.
- Reconcile conference and events revenue and expense data with Communications and Events Director.
- Handle payroll and all state and federal payroll taxes.
- Support the annual audit process.
- Coordinate the annual budget preparation process.

Annual Conference and Events (20%)

- Provide general assistance in support of conferences and events and follow-up in coordination with Communications and Events Director.
- Process conference silent auction tax receipt letters for donors and buyers.
- Lead on-site registration process and auction checkout at annual conference (including supervising volunteers) and assist with leading bus tours at conference and other touring events.
- Provide general support at conferences and events as needed.

Member Relations (15%)

- Serve as first level contact for all member and general inquiries.
- Prepare all member renewal communications and membership/contribution acknowledgement letters. Coordinate closely with Executive Director on special gifts.
- Suggest membership development strategies and initiatives.
- Maintain general awareness of all organizational activities and events in order to provide accurate and helpful information to members and refer inquiries appropriately.

Member/Donor Database (15%)

- Function as the member database administrator.
- Maintain accurate and updated records for all members, donors and interested parties using GiftWorks software. Enter all basic data and ensure quality control.

- Generate mailing lists for **SaveWright** magazine, **inBrief** newsletter, the annual appeal, silent auction solicitation and other special projects in coordination with the Communications and Events Director.
- Generate donor recognition reports for publication.
- Prepare general monthly membership reports and specialized membership reports as needed.
- Keep up-to-date with all GiftWorks issues and provide guidance and training to staff to ensure data quality, to fully utilize software capabilities and to analyze member data.
- Recommend data handling procedures to produce reports helpful to member retention and expansion and to produce accurate, high-quality and member/donor-sensitive communications.

General Office (10%)

- Function as first line telephone contact, referring calls as needed
- Negotiate office services vendor contracts for the approval of the Executive Director.
- Function as liaison with an external IT provider and serve as contact with all office services and equipment providers.
- Coordinate office supplies inventory and orders.
- Maintain Board and Committee rosters with updated contact information, titles and committee assignments.
- Maintain board bios and board manual in coordination with Executive Director.
- Implement special projects as assigned.
- Provide general administrative support to Executive Director and Communications and Events Director as needed.
- Assist with posting external events and other content to savewright.org as needed
- Other duties as assigned.

Wright on the Market (5%)

- Function as coordinator of all aspects of listing service for Wright properties for sale in consultation with the Executive Director and Preservation Programs Manager.
- Handle listing inquiries, process listings and listing revenue.
- Handle listing renewal reminders and updates.
- Post listings to website.
- Maintain spreadsheet of market listing price and sold amount to the extent data is available (in coordination with the real estate committee).

Qualifications:

- Bachelor's degree.
- A minimum of 3 years of experience as bookkeeper/accountant and broad general office experience. QuickBooks experience a plus.
- A minimum of 2 years of experience with membership/donor/customer relationship management databases. GiftWorks experience a plus.
- Ability to play several roles in a small office. Must be professional, flexible, organized and detail-oriented.
- Willingness to learn new skills, and ability to work well both independently and as part of a small team.
- Non-profit or customer service experience preferred.
- Interest in preservation, architecture or history a plus.
- Ability to travel 7-10 days per year.