



United Way of the Wabash Valley
Position Description

Position Title: Operations Specialist

FLSA Status: Exempt

Reports to: Executive Director

Date Updated: February 2025

Position Purpose/Summary

The purpose of this position is to oversee the day-to-day activities of the organization, ensuring that the organization is performing efficiently, effectively, and adhering to all policies. This includes working with all organizational departments to help streamline our work. They also provide administrative support for the Executive Director and are a liaison with committees.

Essential Duties and Responsibilities

- 30% Directs the administrative and internal financial operations of the organization with an emphasis on internal communication, data sharing, and standard operating procedures to ensure effectiveness across the organization.
 - Manages the internal financial processes of the organization including invoice processing, internal payment processing, maintenance of internal tracking sheets, internal financial reports, audit support, and liaison with accounting contractor.
 - Assists Resource Development with maintaining records on assigned accounts, employee numbers, contact information, etc. along with preparation, tracking and submittal of campaign donations.
 - Manages office resources, vendors, technology, and supplies.
 - Identifies, recommends, and implements new processes, technologies, and resources to improve and streamline organizational efficiencies.
 - Establishes, communicates, and implements operations-related policies (SOP), practices, standards, and security measures to ensure effective and consistent support and execution.
 - Provides administrative support for the organization, including filing organizational documents, answering the phone, updating answering system, responding to general inquires, mailing support, meeting coordination, and other administrative duties as needed.

- 30% Provides grant administration and oversight for the organization.
 - Oversees all internal and external grants for the organization including documentation, claims, facilitate and document reporting, tracking all grants statuses, and disseminating information to other departments or stakeholders of outcomes and information when needed.
 - Leads role as needed in external grants such as the Project Director of federal RCORP grants including partner coordination, grant reporting, data collection, and other grant related items.
 - Staff lead for FEMA Emergency Food and Shelter Program (EFSP).
 - Actively seeks and facilitates application to external grants that support the organization's work.

- 10% Oversees the organization's facility management and information technology.
 - Coordinates the physical workplace to ensure an environment that encourages productivity, is safe, and is pleasing to stakeholders. This includes routine building maintenance, liaison with landlord for issues, etc.

- Acts as liaison with IT consultant and other office service vendors. Manages systems onboarding, technology service provider contracts, service initiation, and solutions.

10% Serves as liaison for the Board of Directors, the Executive Committee, and the Finance Committee.

- Provides logistical and administrative support for Board of Directors, Executive Committee, and Finance Committee and associated internal/external meetings to include production and distribution of information packages, meeting set up, minutes, report creation, and related materials.
- Produces written information, correspondence, and materials for Board of Directors and committee meetings as directed.

20% Provides executive support to the Executive Director, team support and special projects.

- Assists Executive Director with administrative support and special projects.
- Collaborates with the team to offer support where needed.
- Leads or assists in special projects and initiatives of the organization such as Real Men Read, JA BizTown, Wabash Valley Neighbors Helping Neighbors and others as needed.

Critical Skills and Abilities

1. **Analytical skills:** Able to gather relevant data using appropriate methodologies and analyze that data in such a manner that valid conclusions and insinuations can be drawn that assist in making important business decisions.
2. **Communication skills:** Able to clearly present information through the spoken or written word; is tactful, considerate, and respectful in dealing with others; and cooperates with all other staff to complete assignments. Position requires extensive and independent contact/communications with volunteers.
3. **Demonstrates accuracy and attention to detail:** Able to develop or follow detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on details and organizes and maintains a system of records.
4. **Organization and planning skills:** Able to manage multiple activities; determines urgency in a meaningful and practical way; creates plans; organizes and schedules people and tasks effectively.
5. **Understands technology:** Able to quickly learn and understand technical aspects of the position; able to set up functions, enter data, or process information.

Education/Experience Requirements

- Bachelor's Degree from accredited 4-year college or university preferably in relevant field.
- Minimum of two (2) years' nonprofit human service experience preferred.
- Must have a valid driver's license, reliable transportation and proof of current automobile insurance.

Job Complexity

Work requires substantial judgment and analytic ability requiring somewhat complex work, organizing information for reports and solving minor problems.

Supervisory Responsibilities

This position has no supervisory responsibility

Working Environment and Conditions

Contacts/Relationships

Frequent activity associated with attending meetings within the organization. Such attendance will require observing the presenter or information being related, detecting the message, and noting information.

Working Conditions

This position occupies an office space in a business environment. Exposure to weather elements is rare. The position spends approximately 80% sitting, 5% standing, and 15% walking in the course of performing their job responsibilities and are unlikely to handle materials weighing more than 15 pounds without assistance. Incumbents will use the following office equipment as needed: computer, printer, scanner and copier, video conferencing hardware. Some work outside normal hours may be required for evening meetings and events with volunteers.

The duties and responsibilities listed above are intended to describe the general content of and requirements for the performance of this position. It is not constructed as an exhaustive list of duties, responsibilities and requirements.