

# Off-Campus Employment

*Job posted on 2013-11-20 by joanna.distefano; posting expires on 2013-12-31*

**Employer:** WV Non-Profit Association

**Position:** Part-time Operations Coordinator CONTRACT SERVICES DESCRIPTION

**Job Description:** Part Time,

The West Virginia Nonprofit Association (WVNPA) relies on its staff to provide the utmost quality and excellence in serving the nonprofit sector and the general public. The virtual Operations Coordinator reports and works directly with the Executive Director and ensures the timely management of the organization's operations, delivery of quality member programs and services, and assumes responsibility for special projects as assigned.

The scope of this position is broad and includes:

- Manage the operations of the organization (emails, phone calls, correspondence) with great attention to detail to ensure all operations are handled in a thorough and timely fashion
- Assist in coordination of programs and services for members and partner organizations
- Coordinate program and office logistics including scheduling and communications with volunteers and members
- Facilitate membership renewals and assist in securing new members
- Assist with WVNPA communications (electronic newsletter, social media) - - Anticipate the organizational needs of the WVNPA and provide assistance to the Executive Director

Duties:

Support to Executive Director, Committees and Advisory Board

- Work with Executive Director to coordinate scheduling and develop meeting plans, agendas, and other necessary documents for WVNPA Advisory Board and Committees and provide assistance by taking meeting minutes when directed
- Work cooperatively with the other staff (PHILANTHROPY WV, interns or VISTA) in planning for WVNPA programs, meetings and projects

Program & Membership Support

- Work with WVNPA members and staff to survey members' needs and interests that will be used to prioritize, plan and develop high quality services responsive to those needs including the design and administer of member surveys as needed

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- Assist with all WVNPA program planning including securing meeting spaces, ordering food, preparing program materials, tracking attendance, email confirmations, invoicing, follow-up surveys, and tracking impact.
- Send annual dues renewal mailing out 4-6 weeks prior to membership renewal dates
- Respond to member inquiries and requests, completing necessary research to provide needed information and resources
- Maintain extensive records of all programs and services, updated membership list, mailing lists, and other relevant records
- Develop new member kits and distribute as necessary, prepare copies as needed
- Complete research to assist Executive director in identifying new services, products and benefits.

## Technology

- Proficient in software Microsoft Office Suite programs with ability to learn Adobe Creative Suite, SplendidCRM, Event Brite, Meeting Planner, Constant Contact and Contact Sync. Work with providers to troubleshoot any problems
- Assist in maintaining the WVNPA websites, including resources, general information, "Members Only" section, and calendar of events

## B. OTHER RESPONSIBILITIES

### Working with the WVNPA Team & Collaboration

- Be an active participant of the WVNPA TEAM to ensure completion of all tasks and keeping the organization's momentum moving forward
- Provide office assistance to fellow PHILANTHROPY WV staff members, interns, and volunteers as appropriate
- Serve as a resource and information source for organization interns and volunteers

### Marketing & Public Relations Assistance

- Collaborate with Executive Director in developing, proofreading, and production of WVNPA publications and mailings to Board members, WVNPA members, media and public at large. This includes an extensive email marketing

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component and requires the creation of mass email campaigns that are optimized for readability

- Other marketing, public relations and social media assistance as deemed essential by the Executive Director, that contribute to the communication within the organization's members, public relations of the organization

Other duties will be assigned, as deemed essential by the Executive Director, to ensure smooth operation of the organization.

**Qualifications:** The successful candidate will demonstrate attention to detail, office management, ability to manage multiple projects, excellent written and oral communication skills. The candidate must be courteous, outgoing, organized and a capable problem solver. Position requires at least 3 years of experience with a minimum of a two year college degree or equivalent required. Bachelor's degree preferred. Proficiency in Microsoft Office Suite and Website Content Management Systems (CMS) is preferred.

**Preferred Major(s):** Accounting; English; Management; Marketing; Psychology/Sociology;

**Application Instructions:** Respond with cover letter, resume, three professional references, and salary requirements to Laura Lee Haddad at [lauralee@wvnpa.org](mailto:lauralee@wvnpa.org). Detailed position description attached. Applications must be received by 5 p.m. on Friday, December 13, 2013.

**Link:** [wvnpa.org](http://wvnpa.org)