

OUTER BANKS COMMUNITY FOUNDATION

Position Description: Office and Program Manager

The Outer Banks Community Foundation's Office and Program Manager is responsible for managing all of the general business of the Community Foundation, ensuring the effectiveness and efficiency of all programs and operations.

The O&P Manager manages all office systems, including the office building and grounds, all records and files, all computer and network systems, and the central constituent database. The O&P Manager organizes all Community Foundation events and mailings, as well as the Community Foundation's scholarship program. Additional responsibilities may be determined at the time of hire, based on the successful candidate's interests, qualifications, and experience, and the Community Foundation's needs.

This full-time, permanent position reports to the executive director and works closely with the finance manager and with all members of the Community Foundation's board.

Position Responsibilities

- Manages the Community Foundation's building and grounds in Southern Shores, coordinating all maintenance and insurance needs, and working with the board to maintain the historic integrity of the flat top cottage. Develops the annual property maintenance budget.
- Manages the Community Foundation's central constituent database, which is built on an Access platform and includes all donors, grantees, nonprofits, and scholarship students. Enters all gifts, grants, and scholarships into the database, and updates constituent records as needed. Develops and runs all donor and grant reports. Ensures high data quality standards in the database.
- Plans and organizes all Community Foundation events, including the annual membership meeting, quarterly board meetings, annual board retreats, biannual nonprofit workshops, periodic donor events, and other special events. Develops all event budgets.
- Manages all Community Foundation scholarships, including 40 discrete programs. Manages all aspects of the scholarship planning, application, selection, marketing, and award processes. Serves as liaison to donors, school guidance counselors, applicants, recipients, and selection committees.
- Coordinates all mailings, including all gift acknowledgements, event invitations, fund statements, and fundraising appeals, among others.
- Organizes all board and committee meetings, working with the executive director to prepare agendas, meeting packets, and meeting minutes.
- Maintains all official records and files (paper and electronic), including the Community Foundation's policy handbook, and all donor, grant, scholarship, property, board, and fund files.
- Ensures smooth functioning of the office, including the ordering and maintenance of all office supplies and equipment. Handles all vendor contracts and relationships.

- Manages and maintains all office computers, printers, copiers, phone systems, internet, and back-up systems. Troubleshoots any hardware, software, and network problems, calling on professional IT support as needed.
- Amicably receives and assists visitors and callers. Provides general information to the public about the Community Foundation's mission and programs.
- Upholds and promotes the mission and values of the Community Foundation.
- Performs other administrative duties as needed.

In addition to these duties, the O&P Manager will be assigned other special projects, to be determined at the time of hire and/or throughout the year, by mutual agreement by the employee and the executive director. Additional assignments will be based on the employee's interests, qualifications, and skills, and the Community Foundation's needs. Potential responsibilities including marketing, fundraising, and/or grants management.

Position Requirements

- Bachelor's degree.
- At least two years' administrative experience.
- Strong computer skills, with proficiency in Microsoft Outlook, Word (including mail merges), and Excel.
- Thorough knowledge of modern office practices and procedures.
- Exceptionally keen attention to detail, and outstanding skills in checking data for accuracy.
- Good written communication skills, and excellent interpersonal skills.
- Enthusiasm and commitment for providing outstanding service to donors, board members, nonprofits, scholarship applicants, and the general public.
- Ability to understand, interpret, and apply pertinent policies and procedures clearly and accurately.
- Ability to master the specialized software programs used by the Community Foundation (e.g., Community Pearl, SmarterSelect).
- Willingness to work on the occasional evening or weekend in order to coordinate special Community Foundation events.

Preferred Skills

- Strong skills in Microsoft Access.
- Nonprofit experience—better yet, community foundation experience.

- Ability to maintain, manage, and troubleshoot office hardware, software, internet, and network systems.
- Experience with Community Pearl, iContact (or similar email marketing tools), WordPress, Survey Monkey, and/or SmarterSelect software.
- Advanced skills in Excel, including advanced skills with pivot tables.
- Experience in event coordination, especially donor events.
- Experience in marketing, graphic design, and social media—particularly for nonprofits.
- Experience in fundraising, particularly in membership campaigns, direct mail, major gifts, online giving, and/or planned giving.

Essential Personal Qualities

- A high degree of flexibility in order to achieve the Community Foundation’s objectives and meet its demands/needs, in light of a small staff.
- Ability to thrive in a fast-paced environment with multiple and shifting priorities.
- Personal initiative, including the ability to proactively identify tasks in need of completion.
- Strong time management skills.
- Commitment to and enthusiasm for the mission of the Outer Banks Community Foundation, and a passion for serving our community.
- A strong work ethic and a capacity to complete assignments in a timely, organized, and efficient manner without extensive oversight.
- An ability to work independently, accept constructive criticism, and handle the pressure of multiple tasks with resilience and a sense of humor.
- Excellent judgment, an ability to exercise discretion and tact in difficult or confidential situations, and an ability to project a positive, professional image to the public.
- Satisfactory background check and drug test, and impeccable professional references.

Compensation and Benefits

- 80% of health and dental insurance premium after completion of a 90-day probation period.
- 10 days of undesignated leave per year, noncumulative. After one year of employment, 15 days leave per year, noncumulative.
- Up to 3% match of annual salary into a SIMPLE IRA plan.
- 8 paid holidays per year (New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, and Christmas).
- Education and training opportunities.

- Salary commensurate with experience.

To Apply: Please email your résumé and cover letter to Lorelei Costa by Friday, January 30 at lcosta@obcf.org. Please specify “Office and Program Manager” in the subject line of your email. After January 30, applications will be accepted but may not receive first consideration.

The Office and Program Manager is an administrative employee, working primarily to manage the general business operations of the Outer Banks Community Foundation. This person will be responsible for quality control, purchasing, marketing, research, public relations, computer network, Internet and database administration, insurance, legal and regulatory compliance, and similar activities. This person will exercise discretion and independent judgment with respect to matters of significance, particularly related to the business operations, often implementing significant management policies and operating practices. The Office and Program Manager will carry out major assignments in conducting the operations of the Community Foundation, and s/he will perform work that affects business operations to a substantial degree.

About the Community Foundation: Founded in 1982 and based in Southern Shores, the Outer Banks Community Foundation is a 501(c)3 public charity that helps meet local needs across Dare County and the entire Outer Banks. The Community Foundation manages \$12 million across 125 charitable funds for individuals and agencies, providing tailored services to help donors pursue their charitable interests. With these funds the Community Foundation awards charitable grants to local nonprofits, and educational scholarships to local students through 40 scholarship programs. Since its inception in 1982, the Community Foundation has awarded more than \$5 million in grants and scholarships to local nonprofits and students.