

Operations and Administrative Manager

Reports to the Executive Director

Salary, full-time, in-office

37.5 hours per week

Salary Range: \$50,000-\$55,000

Overview

United Way of Henderson County (UWHC) has organized and mobilized community resources to improve the lives of Henderson County, North Carolina residents since 1953. UWHC brings together partners from businesses, education, government, faith-based, and nonprofit organizations to work toward common goals, resulting in a better quality of life for all.

We have evolved into far more than a fundraising organization. Our Community Impact model focuses not only on meeting immediate needs, but also on addressing root causes and filling gaps where we can create lasting change. In addition to investing in local nonprofits through grants, volunteerism, and leading local collaborations, United Way develops and operates local programs that are free to our community, including Bikes 4 Kids, Born Learning Trails, the Disaster Recovery Partnership, EveryDay Strong, Girls EMpowered and Rising Leaders.

Every gift, every volunteer hour, every partnership strengthens our ability to respond when our community needs us most. Together, we are building a Henderson County where everyone has the opportunity to succeed.

Main Duties

- Provide comprehensive leadership administrative support
- Oversee operations, facilities, equipment and supplies
- Oversee Board of Directors and Committee coordination and organization
- Provide back-end support for projects, programs, and community initiatives
- Oversee internal and external policy updates, timelines, and logistics
- Provide backend support and SOPS to maximize functionality of Andar CRM

Board and Board Committee support

- Staff support for the Executive Director and Board of Directors.
- Manage schedules, coordinate, and organize materials for meetings as needed.
- Record and prepare Board of Directors minutes, send meeting notices and other communications as needed.
- Update and maintain Board of Directors' Handbook.
- Maintain and collate Board of Directors meeting records and materials.

- Maintain Board of Directors and Executive Committee information in Andar database.
- Maintain Board contact sheets and attendance.
- Participate in Fifth Ave HOA meetings, providing organizational and administrative support.

Organizational support

- Assist with new employee onboarding including setup of offices, purchasing of equipment, removal of old equipment, training on office equipment, setting up accounts and other items as assigned, i.e. finance, RD, and admin.
- Serve as an administrator for various office equipment accounts including computer system, phone system, BizHub copier, postage meter, shredding services, etc.
- Coordinate building and office equipment maintenance and repair.
- Update phone tree and recorded phone messages as needed.
- Maintain inventory of all office supplies and complete orders as needed.
- Pickup and handle incoming and outgoing mail, process data changes for returned mail.

Policy Management

- Oversee and coordinate internal policy review timelines, updates and policy reviews.
- Oversee Business insurance policies including Building, property, D&O, cyber, events, umbrella, etc.
- Maintain updated policy binders for leadership.

Data Entry

- Provide support with Andar database for development, community impact, and program work, including data entry, clean up, event tracking, SOPs, and other tasks as assigned.
- Lead Andar aspects of Community Impact Grants including allocations and CB rollover

Other

- Professionally represent UWHC to external audiences including volunteers, donors, radio interviews, workplace campaigns, events, and other public facing roles.
- Support programs with direct support as needed.
- Pursue ongoing professional development opportunities.
- Assist with other UWHC duties as assigned.

Qualifications

Ideal qualifications of the Operations and Administrative Manager include:

- Strong interpersonal and communication skills;
- Ability to multi-task, pivot, and prioritize;
- Excellent organizational skills;
- Flexibility in changing circumstances and environments;
- Ability to work with people of all ages, backgrounds, and cultures;
- Excellent computer skills including word processing and spreadsheets.

Apply

Resume and cover letter are required. Please send a resume and a detailed cover letter, that demonstrates the fit between your qualifications to the skills and experience above, in one pdf file using the following naming convention: "Your Last Name-Your First Name.pdf", via email only to: jobs@liveunitedhc.org

Please, no phone calls, faxes, or snail mail.

The hiring process:

UWHC staff will begin reviewing applications immediately and will remove this job description from liveunitedhc.org/careers once the position is filled.

Candidates from diverse backgrounds are encouraged to apply. Studies have shown that candidates that are female and/or BIPOC are less likely to apply for jobs unless they meet all of the qualifications they find in the job description. We are seeking the best candidate for the job, and that candidate may be a person who comes from a less traditional background.