

Position: Operations Manager

Department: Program/Operations; Development/Operations

FMLA: Hourly; Part-Time

Supervise: N/A

Reports to: Executive Director

General Duties:

To provide primary oversight of CISHP databases for students and donors. The Operations Manager will be responsible for supporting the team by delivering database training and both administrative and technical support to our staff. The ideal candidate will be a strong, systems-oriented professional who is adept at managing nonprofit operations and deliverables.

Strategic Management and Leadership:

- Provide support for organizational initiatives (trainings, assessments, outcome data, etc.)
- Upholding the mission, vision and narrative points of CIS-High Point at its highest-level to stakeholders, staff, parents & community

Program Data and Operations:

- Prepare data for analysis and reporting (including: ARMA, EOY, quarterly CISNC)
- Track, collect, aggregate and report data from team members
- Develop timeline for ongoing data review with the School Support Manager
- Work with school-based team to input data, if necessary.
- Participate in quality and improvement activities with CIS National and CISNC.
- Manage CISDM user/organization set-up and ongoing maintenance. Communicate with site coordinators and School Support Manager about changes/updates to CISDM.
- Coordinate with School Support Manager and CISNC Director of Data Strategies to plan and execute training workshops for school-based staff; include other CIS affiliates if appropriate
- Submit reports to CISNC and CIS National as requested.
- Attend site coordinator meetings monthly
- Coordinate data needed for Annual Reporting with the School Support Manager

Development Data and Operations:

- Record all gifts accurately in DonorView; with assistance from ED and Events Manager
- Prepare reports from DonorView, including gift reports monthly for ED
- Data segregation for Events Manager
- Acknowledgement letters on a regular basis as determined by the ED
- New donor acknowledgement as needed (within 5 business days of gift)
- High donor acknowledgement as needed (within 5 business days of gift – note from Board member; gifts over established dollar amount)
- Attend stewardship and fundraising events and assist as needed in set-up, greeting, clean up

Board/Volunteer/Community Relations:

- Prepare Board materials for orientation (July) and monthly meetings
- Schedule monthly Board meetings in summer and secure locations
 - Send calendar invites with locations and zoom links
- Attend all Board meetings – prepare IT (OWL/zoom) and take minutes

Communications/Website/Social Media (with VISTA, interns):

- Note volunteer needs; provided by School Support Manager or school-based staff
- Create electronic and printed materials intended for fundraising and stewardship events with the Events Manager
- Manage distribution of printed materials

Carries out all other duties and assignments as determined by the Executive Director.

Knowledge, Skills & Abilities

- Knowledge of CIS mission, philosophy, and services.
- Ability to speak and write effectively.
- Ability to establish and maintain effective working relationships with colleagues, donors and community partners.
- Ability to represent the CIS organization in the community.
- Knowledge of CISDM and DonorView

Education & Experience

- Completion of an accredited undergraduate degree
- Minimum of 2 to 4 years of prior data management experience required, preferably with CISDM, NC Allies and/or DonorView
- Minimum of 2 to 3 years of prior school/youth services and/or CIS experience preferred.