

OPERATIONS MANAGER

About Queen Anne Helpline

Queen Anne Helpline is a neighborhood based social service nonprofit whose mission is to improve the lives of neighbors in need by providing emergency assistance for housing, food and basic needs. With a focus on preventing and reducing homelessness our impact is significant, preventing more than 500 evictions and assisting over 2,000 individuals annually.

The Opportunity

Queen Anne Helpline has an immediate opening for an Operations Manager, a new position. A rare opportunity to join this small but growing team of staff and volunteers in a friendly, flexible and supportive environment. Queen Anne Helpline provides room to contribute and opportunities for professional and personal growth.

The ideal candidate will have:

- Exceptional organizational skills and attention to detail
- Knowledge of office systems and experience creating efficient processes
- Excellent communication skills across a socially, racially and ethnically diverse demographic
- Strong commitment to nonprofit work and the mission and values of the QA Helpline

Responsibilities

1. Administrative and Development Support
 - Organize and manage daily office operations including scheduling, mailings, internal communications, client resources, client intakes and procedures, client database, monthly staff meetings and staff development opportunities.
 - Evaluate internal systems and implement changes to create efficiencies as needed, including technology based solutions
 - Manage vendor contracts and communications
 - Help maintain technologies and overall health of office equipment and systems
 - Assist with sponsor and donor communications
2. Volunteer Management
 - Identify volunteer needs for office, fundraising events and special one-time activities. Recruit, train, schedule and supervise volunteers.
 - Create new opportunities to further engage our community of supporters.
 - Organize events to recognize volunteers.
3. Donor Database Maintenance

- Ongoing maintenance of Little Green Light, a donor management database
- Enter, track and acknowledge all support including volunteers, in-kind donations and monetary gifts
- Create reports in support of fundraising efforts

Education and Experience

- College degree
- Minimum 2 years prior office experience
- Computer skills and knowledge of relevant software (Word, Excel)
- Knowledge of administrative procedures and systems such as database management and record keeping
- Nonprofit experience a plus

This will be a part-time, 30 hours/week position. Flexible hours M - F will be accommodated to the extent possible.

Compensation: \$18 - \$20/hour

Reports to: Executive Director

Benefits: Prorated vacation, holiday and sick leave. At this time QAHL is not able to provide medical or retirement benefits.

Please submit a one page cover letter describing your qualifications and a resume as a single PDF to: info@queenannehelpline.org. Priority will be given to applications received by February 17, 2017. Queen Anne Helpline is an equal opportunity employer and encourages individuals from diverse backgrounds to apply.